

# OCCUPATIONAL OUTLOOK AND TRAINING DIRECTORY

contra costa county 2001 - 2002



# OCCUPATIONAL OUTLOOK 2001 - 2002

## Contra Costa County

A PRODUCT OF  
THE CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM

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Workforce Development Board of Contra Costa County  
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## ACKNOWLEDGMENTS

**W**e are grateful to those who helped with this project...

To Contra Costa employers who responded promptly to our survey

To community members who attended meetings and provided valuable guidance and information

To Workforce Development Board Members for their support of the project

To Susan Connelly and Melody Baldwin, EDD Research Analysts, for their guidance

To Nick Bocanegra, Labor Market Information Assistant for his invaluable technical and administrative support of the project

To Virginia Perthel Administrative Aide for her assistance with the technical aspects of this project

To Monica Martinez, Moreen Sahim, Nick Bocanegra, Sonya James, and Virginia Perthel, Project Support Staff, for ensuring employer responses to the surveys

We hope you find this report useful.

Workforce Development Board of Contra Costa County

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## CHAPTER 1

This report presents the 2001, 2000, and 1999 findings of the California Cooperative Occupational Information System (CCOIS) formerly called the State and Local Cooperative Labor Market Information Program (LMI). The Workforce Development Board of Contra Costa County conducts this project in partnership with the State of California Employment Development Department (EDD). The survey area of this program includes all of Contra Costa County. When referring to this project in this report, the term LMI Program will be used.

## PURPOSE

The purpose of this Occupational Outlook Report is to improve the match between the workforce needs of employers and the skills of job seekers by providing historic and current, localized occupational information. This report provides information for labor market decisions, including human resources management, and career and vocational training program planning. A number of occupations were purposely studied with the job seeker, education and training providers, and business in mind. When conducting research we keep the following users in mind: the under-employed, incumbent workers, CalWORKS participants, older workers and youth job seekers; k-12 education, adult school, regional occupational program, community college, university, business and technical school, community based organization, job corps, and apprenticeship training program; start-up business, thriving business, incubators, small business development, medium and large business as well.

The Occupational Outlook Report will also serve as an important tool in the formulation and implementation of new and innovative workforce development policies and strategies by the Workforce Development Board of Contra Costa County. This report provides important information that will allow the Workforce Development Board to better understand the local and regional labor markets and, thereby, respond to the critical needs of employers, employees, and job seekers.

Labor market information is a guide when making labor market decisions, not the absolute answer. Users of labor market information should consider changes that occurred after data collection when making labor market decisions. This is particularly true when looking at findings from earlier years. These changes might be new industries and businesses, rapidly evolving and frequently changing skill-set needs, plant closures, layoffs, and other economic fluctuations.

## USAGE

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below:

Workforce Development	This report provides critical workforce development information that can help shape workforce development policies and training programs and strategies to meet the needs of the county's workforce and employers.
Economic Development	Local governments and economic development organizations can use the supply/demand, occupational size, expected growth rates, and wage data information to determine the suitability of Contra Costa County for business growth and development.

**USAGE, continued**

Career Decisions	Career counselors, workforce development advisors, and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.
Program Planning	This report provides local planners and administrators with employment and training, and placement data, as well as occupational size and expected growth rates. Program planners can use these data to evaluate, improve, and eliminate programs, or to plan new programs.
Curriculum Design	Education and training providers can assess and update their curriculum based on current employer needs and projected trends as indicated in this report.
Program Marketing	Education and training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their programs are developed using reliable local information.
Human Resources Management	Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

**EMPLOYER NEEDS**

In research, the Occupational Outlook Report is a resource that promotes relations between companies across industry lines. Human Resources Managers gain a better understanding of current workforce activities among employees working in similar occupations. The wage, benefit, and employment outlook information contained in the report informs employers of the future of not only parallel, but also dissimilar industries that share a common workforce. The LMI Program meets employers' needs by ensuring that training providers keep abreast of local employers' hiring requirements.

**JOB SEEKER NEEDS**

The Occupational Outlook Report is a research resource that enables individual employment and training decision-making. Employers reported education, training, and skill requirements that provide a base of knowledge and guidance for both occupation and industry needs. Designed for use by highly skilled, mid-level or entry-level job seekers, this local information is a fundamental ingredient in the career navigation equation. The LMI Program meets job seekers' needs by promoting individual responsibility in career management.

**USAGE, continued****SELECTION OF OCCUPATIONS**

Local users of labor market information helped select the occupations for survey at the Workforce Development Board and Oakland Private Industry Council's Labor Market Information Ad Hoc Committee meeting in March 2001. Among the participants were business services representatives owners; vocational program administrators and counselors; Regional Occupational Program administrators; economic development practitioners; Department of Social Services personnel; employment and training representatives, and Employment Development Department staff.

**LIST OF OCCUPATIONS**

The following pages present alphabetically the occupations surveyed in the year 2001, and all occupations studied since 1994 (first year of this program), by Occupational Employment Statistic (OES) Code Divisions.



## LIST OF OCCUPATIONS

**Year 2001 Surveyed Occupations in Alphabetical Order**

Automotive Mechanics  
Brick Masons  
Carpet Installers  
Computer Aided Design (CAD) Technicians  
Computer and Software Support Technicians  
Cost Estimators  
Demonstrators and Promoters  
Drywall Installers  
Engineering, Mathematical, and Natural Sciences Managers  
Graphic Designers  
Guards and Watch Guards  
Home Health Aides  
Janitors and Cleaners – Except Maids and Housekeeping Cleaners  
Licensed Vocational Nurses  
Loan and Credit Clerks  
Maids and Housekeeping Cleaners  
Medical Assistants  
Nurse Aides  
Plasterers and Stucco Masons  
Police Patrol Officers  
Registered Nurses  
Sales Agents – Securities, Commodities and Financial Services  
Salespersons – Retail (Except Vehicle Sales)  
Teachers – Secondary School  
Vocational and Educational Counselors

## LIST OF OCCUPATIONS

# **OCCUPATIONS SURVEYED IN 1994 – 2001 LISTED BY OCCUPATIONAL EMPLOYMENT STATISTIC (OES) CODE DIVISIONS**

## **Managers and Administrative Occupations**

130020	Financial Managers, 1995 and 1998
130050	Personnel, Training, and Labor Relations Managers, 1995 and 1998
130080	Purchasing Managers, 1997
130110	Marketing, Advertising and Public Relations Managers, 1996 and 2000
130140	Administrative Services Managers, 1997
130170	Engineering, Mathematical, and Natural Sciences Managers, 1996 and 2001
150110	Property and Real Estate Managers and Administrators, 1997
150170	Construction Managers, 1995 and 1999
190050	General Managers and Top Executives, 1996 and 2000
185167999	Manager, Retail Store, 2000

## **Professional, Paraprofessional, Technical**

### ***Accountants, Auditors, Finance Specialists***

211080	Loan Officers and Counselors, 1996
211140	Accountants and Auditors, 1994 and 1998

### ***Personnel, Training, Labor-Relations Specialists***

215080	Employment Interviewers - Private or Public Employment Service, 1997 and 2000
215110	Personnel, Training, and Labor Relations Specialists, 1999

### ***Other Management Support Workers***

219020	Cost Estimators, 2001
--------	-----------------------

### ***Engineers***

221140	Chemical Engineers, 1996
221260	Electrical and Electronic Engineers, 1996
221270	Computer Engineers, 1995
221350	Mechanical Engineers, 1995
003061999	Telecommunications Engineers, 1998
030062999	Software Engineers, 2000

### ***Engineering Related Technicians***

225020	Civil Engineering Technicians and Technologists, 1996
225050	Electrical and Electronic Engineering Technicians and Technologists, 1994 and 1999
225140	Drafters (CAD), 1994 and 1998
003362999	Computer Aided Design (CAD) Technicians, 2001
031262996	Telecommunications Technicians, 1997

### ***Computer Scientists and Related***

251020	Systems Analysts - Electronic Data Processing, 1994 and 1998
251040	Computer Support Specialists, 1999

## LIST OF OCCUPATIONS

251051	Computer Programmers, including Aides, 1994 and 1998
031126299	Local/Wide (LAN/WAN) Area Network Managers, 1996
031132999	Network Professionals, 1999
033162996	Computer Network Technicians, 2000
213132999	Computer and Software Support Technicians, 2001

***Other Social Science Related Workers***

273080	Human Service Workers, 1999
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***Legal Assistants, Technicians, except Clerical***

283050	Paralegal Personnel, 1994
--------	---------------------------

**Teachers, Educators, Librarians*****Other Teachers and Instructors***

313021	Preschool Teachers, 1996
313022	Kindergarten Teachers, 1996
313040	Teachers and Instructors - Vocational Education and Training, 1994
313050	Teachers - Elementary School, 1997
313080	Teachers - Secondary School, 1997 and 2001
313110	Teachers - Special Education, 1995 and 2000
313140	Teachers and Instructors-Vocational Education and Training, 1999
313210	Instructors and Coaches - Sports and Physical Training, 2000

***Librarians, Archivists and Related***

315140	Vocational and Educational Counselors, 1994 and 2001
315211	Instructional Aides, 1999

**Health Practitioners, Technicians and Related*****Health Care Maintenance, Treating***

325020	Registered Nurses, 1996 and 2001
325050	Licensed Vocational Nurses, 1997
325140	Opticians-Dispensing and Measuring, 1999
325181	Pharmacy Technicians, 1995

***Other Health Professionals, Paraprofessionals***

329050	Medical and Clinical Laboratory Assistants, 1994
329080	Dental Hygienists, 1997
329110	Medical Records Technicians, 1994
329170	Radiologic Technologists - Therapeutic, 1995
041061999	Biotechnologists, 1995
041061999	Biotechnology Research Assistants 1998

***Miscellaneous Professional, Paraprofessional, Technical***

141061998	Graphic Designers, 2001
979382999	Desktop Publishing - Graphic Designers, 1997

## LIST OF OCCUPATIONS

031064999 Internet Web Site Designers/Developers (Webmasters), 1999

**Sales and Related Occupations**

410020 First Line Supervisors and Managers - Sales, and Related, 1995

***Sales Agents—Service***

430140 Sales Agents – Securities, Commodities and Financial Services, 2001

***Merchandise, Products, and other Sales***

490080 Sales Representatives Except Scientific and Related Products, 2000

490112 Salespersons - Retail (except Vehicle Sales), 1997 and 2001

490170 Counter and Rental Clerks, 1998

490210 Stock Clerks, Sales Floor, 1998

490230 Cashiers, 1997

490260 Telemarketers, News and Street Vendors, Telephone Solicitors,  
Door-to-Door Sales Workers, and Related Workers, 1997

490340 Demonstrators and Promoters, 2001

**Clerical, Administrative Support**

510020 First Line Supervisors/Managers - Clerical/Administrative Support, 1994

**Industry Specific Clerical, Administration**

***Banking, Security, Finance, Credit***

531210 Loan and Credit Clerks, 1994 and 2001

***Investigative Related, Excluding Insurance***

535080 Bill and Account Collectors, 1994 and 2000

***Lodging and Travel Workers***

538080 Hotel Desk Clerks, 1998

***Industry Specific Clerical, Admin***

531230 Adjustment Clerks, 2000

***Secretarial, General Office Occupations***

551020 Secretaries, Legal, 1996

551080 Secretaries, Except Legal and Medical, 1995 and 1999

553050 Receptionist and Information Clerks, 1996 and 1999

553070 Typists, including Word Processing, 1994

553080 Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers, 1996 and 2000

553210 File Clerks, 1997

553230 Order Clerks, - Materials, Merchandise, and Service, 1998

553350 Customer Service Representatives - Utilities, 1997

553470 General Office Clerks, 1994 and 1999

## LIST OF OCCUPATIONS

***EDP and Office Machine Occupations***

- 560110 Computer Operators, 1994  
 560170 Data Entry Keyers - except Composing, 1995

***Material Recording, Dispatching***

- 580230 Stock Clerks, Stockroom, Warehouse, Storage Yard, 1995 and 1998  
 580280 Traffic, Shipping, and Receiving Clerks, 1995 and 1998

**Service Occupations*****Protective Service Occupations***

- 630140 Police Patrol Officers, 2001  
 630350 Detectives and Investigators, except Public, 1998  
 630470 Guards and Watch Guards, 1996 and 2001

***Food, Beverage Preparation and Service Occupations***

- 650020 Hosts, Hostesses - Restaurant, Lounge or Coffee Shop, 1997  
 650080 Waiters and Waitresses, 1996 and 2000  
 650170 Counter Attendants, 2000  
 650210 Bakers-Bread and Pastry, 1996  
 650260 Cooks-Restaurant, 1996 and 2000  
 650380 Food Preparation Workers, 1996 and 1999  
 650410 Combined Food Preparation and Service Workers, 1997

***Health Service, Related Occupations***

- 660020 Dental Assistants, 1996 and 2000  
 660050 Medical Assistants, 1994, 1998 and 2001  
 660080 Nurse Aides, 1996 and 2001  
 660110 Home Health Care Workers, 1994, 1998 and 2001  
 660171 Physical Therapy Assistants, 2000  
 660172 Physical Therapy Aides, 2000

***Cleaning, Building Services Except Private Houses***

- 670020 Maids and Housekeeping Cleaners, 1998 and 2001  
 670050 Janitors and Cleaners - except Maids and Housekeeping Cleaners, 1996 and 2001  
 670080 Pest Controllers and Assistants, 1995  
 680050 Hairdressers, Hairstylists, and Cosmetologists, 1999  
 680080 Manicurists, 1999

***Miscellaneous Personal Service Occupations***

- 680140 Amusement and Recreation Attendants, 1997  
 680210 Ushers, Lobby Attendants, and Ticket Takers, 1998  
 680380 Childcare Workers, 1998



## LIST OF OCCUPATIONS

**Agricultural, Forestry, Fishing*****Miscellaneous Agricultural, Forestry, Fishing***

790050	Nursery Workers, 1997
790300	Gardeners, Groundskeepers - except Farm, 1995
790330	Pruners, 2000
790410	Laborers, Landscaping and Groundskeeping, 1998

**Production, Construction, Operations, Material Handling*****First-Line Supervisor/Manager - Blue Collar***

810050	First Line Supervisors/Managers Construction Trades and Extractive Workers, 1997
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***Mobile Equipment Mechanics, Repairers***

851320	Maintenance Repairers - General Utility, 1994 and 1998
853020	Automotive Mechanics, 1994, 1998 and 2001
853050	Automotive Body and Related Repairers, 1997
853110	Bus and Truck Mechanics and Diesel Engine Specialists, 1999
857020	Telephone and Cable T.V. Line Installers and Repairers, 1999
857050	Data Processing Equipment Repairers, 1994 and 2000
857080	Electronic Home Entertainment Equipment Repairers, 2000
857110	Electric Home Appliance and Power Tool Repairers, 1999
859020	Heating, Air Conditioning, Refrigeration Mechanics, and Installers, 1994

***Carpenters and Related Workers***

871020	Carpenters, 1995
871080	Drywall Installers, 2001

***Electricians and Related Workers***

872020	Electricians, 1994
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***Masons and Related Workers***

873020	Brick Masons
873110	Concrete and Terrazzo Finishers, 1997
873170	Plasters and Stucco Masons, 2001

***Painters and Related Workers***

874020	Painters, Paperhangers, 1995
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***Plumbers and Related Workers***

875020	Plumbers, Pipefitters, Steamfitters, 1994
--------	---

***Carpet, Floor Installers***

876020	Carpet Installers
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## LIST OF OCCUPATIONS

***Construction Trades, NEC***

878080 Roofers, 1999

***Production Occupations, Precision***

891080 Machinists, 1995 and 2000

**Assemblers and Fabricators - Hand*****Other Hand Workers***

939050 Electrical and Electronic Assemblers, 2000

939140 Welders and Cutters, 1994 and 2000

939560 Assemblers and Fabricators - Except Machine, Electrical, Electronic,  
and Precision, 1998***Plant and System Occupations***

950080 Chemical Plant and Systems Operators, 1995

95559999 Hazardous Materials Waste Technicians, 1994

168267998 Hazardous Waste Disposal Specialists, 1997

**Motor Vehicles Operators**

971020 Truck Drivers - Heavy or Tractor Trailer, 1998

971050 Truck Drivers, Light - including Delivery and Route Workers, 1996 and 2000

971170 Driver/Sales Workers, 1995

921683999 Forklift Operators, 1999

***Material Movement Equipment Operators***

979470 Industrial Truck and Tractor Operators, 1995 and 1999

***Construction Trades, Extractive - Helpers***

983120 Helpers - Carpenters and Related, 1997

***Miscellaneous Helpers, Laborers - Hand***

989020 Hand Packers and Packagers, 1996 and 1999

## CHAPTER 2

### OCCUPATIONAL SELECTION

The following process was used to select the occupations to be included each year. Initially, criteria were identified to narrow the list of occupations to be surveyed. The criteria were:

- the majority of occupations have a substantial employment base in the county
- the majority of occupations have a substantial number of job openings in the county
- the majority of occupations accept a high school diploma as the required educational level for employment

For these three criteria, occupational forecast tables prepared by the California Employment Development Department were reviewed. These tables provide past, present, and future employment by occupation and projected job growth rates for occupations in Contra Costa County. Using these tables, a preliminary list was developed. Those occupations showing a strong projected growth rate and/or having a substantial employment base, and expected to have a substantial need for replacement employees were selected.

Local users and producers of labor market information who were invited to community meetings and/or participated in an Occupation Selection Ad Hoc Committee at the beginning of each program year reviewed this list. With input from these users, occupations were dropped and others added until a final list of occupations to be studied for the year was developed. Each occupation was then clearly defined to ensure that the information collected pertained to the appropriate occupations.

### DEFINITION OF OCCUPATION

Occupations represent what workers do. They are the name or title used to identify the various activities and functions of a worker. The method for classifying an occupation used in the program is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), or the Dictionary of Occupational Titles (DOT) developed by the Department of Labor. BLS uses the OES classification system nationwide to study staffing patterns within industries. The DOT is used nationwide to properly match jobs with workers.

### SURVEY SAMPLE SELECTION

After the occupations were selected and defined, an employer sample was developed for each occupation. One consideration in drawing up the employer sample was to identify the industry classification.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification Manual. There are nine major industry groups that contain detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products or services they provide.

### SURVEY SAMPLE SELECTION, continued

EDD staff, using a detailed database of employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a registered nurse would generally work for a firm classified in the health services category, whereas a receptionist and information clerk may be scattered across several industries, such as health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. This sample was carefully reviewed by the LMI staff and employers were added and deleted, as appropriate, to obtain a sample of 40 employers for each occupation. This process of adding and deleting employers included the following procedures:

- To the extent possible, staff attempted to verify the existence of the occupation at the company in the original sample. Many employers were eliminated from the sample at this time because they never hired in the occupation or no longer hired in the occupation due to downsizing and/or restructuring, they were no longer in business, or a local address or phone number could not be verified. Whenever it was determined that a firm hired in the occupation, a contact person's name was obtained, the study was described, and participation was encouraged.
- As necessary, other employers not selected for the original EDD sample were added to ensure a sample size of 40 employers. These employers were selected based on staff's knowledge of local firms, the Yellow Pages, or other directories of county firms.

### QUESTIONNAIRE DEVELOPMENT

A basic questionnaire was used for all occupations. The LMI Coordinator, with the assistance of regional partners and EDD staff, developed a list of workforce development questions that was added to each questionnaire prior to beginning the survey.

### SURVEY PROCEDURES

The following survey procedures were used each year:

- Questionnaires were mailed to a sample of 40 employers for each occupation, beginning August 13, 2001.
- Employers not responding within a stated response time were contacted by phone to encourage them to return the questionnaire, via mail or fax. Employers were also given the opportunity to complete the questionnaire by phone.
- All surveys were reviewed to monitor accuracy and completeness. Employers were contacted if answers were unclear.
- If a sufficient number of responses could not be obtained from the finalized sample of 40 employers, additional employers to survey were again identified. This was necessary when an employer could not match the occupational description with a company position, or refused to participate in the survey.
- Data collection was completed on March 8, 2002.

## TABULATION AND RESULTS

The local LMI Aides entered survey responses into a database and tabulations were generated on computer software provided by EDD, with the exception of workforce development specific data, which were tabulated separately. From those tabulations, the data were analyzed and the final occupational summaries were prepared.

Each occupational summary contains information on education, training and other hiring requirements, computer and other skills sought, schools offering related training programs, wages and benefits, promotional opportunities, size and employment of the occupation, supply and demand, employment trends, and other information.

Specific employer information is and will remain confidential.



## CHAPTER 3

Following are descriptions of each section of the Occupational Summaries:

## OCCUPATION

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) or Dictionary of Occupational Titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, updated for California as of July 1993, and the DOT, published by the U.S. Department of Labor, Employment and Training Administration, Fourth Edition, Revised in 1991.

## KEY TERMS

The words **all**, **almost all**, **most**, **many**, **some** or **few** are used when showing percentage of responding employers' replies to an occupation's employment. Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision. The reader should use the following guidelines when these terms are used:

<b>All Employers</b>	<b>100%</b>
<b>Almost All</b> employers	<b>80% up to but not including 100%</b> of the survey respondents
<b>Most</b> employers	<b>60% up to but not including 80%</b> of the survey respondents
<b>Many</b> employers	<b>40% up to but not including 60%</b> of the survey respondents
<b>Some</b> employers	<b>20% up to but not including 40%</b> of the survey respondents
<b>Few</b> employers	<b>Less than 20%</b> of the survey respondents

## EDUCATION, TRAINING, AND EXPERIENCE

This section presents the education level employers require, whether training is required prior to employment and whether responding employers require previous work experience. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

**Education of recent hires** indicates the minimum level of formal education that employers require when hiring an applicant. Employers were asked to check only one level of education from the choices (less than high school, high school or equivalent, associate 2-year degree, bachelor 4-year degree, or graduate study).

**Training** shows the percentage of responding employers who stated **training is required, is not required, or is not required, but preferred** prior to employment. Employers were also asked about the amount and type of training for the occupation.

**Previous work experience required** reports the percentage of responding employers who state previous work experience **is required, is not required, or is not required, but preferred**. Also reflected is the number of months and type of previous work experience reported as acceptable prior to employment.

## OTHER REQUIREMENTS

This section presents typical employer preferences for skills and key personal traits of those working in the occupation, as well as schools offering related training programs for the occupation.

Each year employers were asked to identify **skills** desired to perform the functions of the occupation. In 1999, employers were asked about **additional skills needed for career advancement**. In 2000, **workforce development** questions were asked to address specific promotion, training, and staffing issues surrounding job seeker needs. In 2001, **skill sets** were created to identify new skills required, important skills for career advancement, computer skills, and skill shortages.

**Local schools offering related training programs** are listed alphabetically for each occupation surveyed. Please refer to Appendix A for a list of local schools offering courses related to the occupations studied in 1999-2001. Please refer to the State Training Inventory (<http://sti.soicc.ca.gov/sti>) for further program information.

Training data was collected in fall and winter of 1999, 2000, and 2001. The validity of this information is based solely on information provided by the training facility. Users of this information are encouraged to contact the training provider to verify the accuracy of the information.

## WAGES AND OTHER INFORMATION

The wage data enables comparison of salaries within certain ranges. Wage data do not represent official prevailing wages. The ranges represent information obtained primarily from employer surveys, with extreme answers excluded. Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision. LMI staff collected wage data in the spring, summer, fall and winter of 2000, 2001, and 2002. Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. It should be noted that as of January 1, 2002 the minimum wage increased from \$6.25 per hour to \$6.75 per hour. The report does not include extreme wages. Terms used to describe employees' experiences are:

<b>New hires, no experience</b>	The wages of persons trained but with no paid experience in the occupation.
<b>New hires, experienced</b>	The wages paid to journey-level or experienced persons just starting at the firm.
<b>Experienced, 3 years with firm</b>	The wages generally paid to persons with three years' journey-level experience at the firm.

**Hours** show the full-time, part-time, temporary/on call, and seasonal status of employees reported by responding employers and the average hours employees in each of these time bases work.

**Unionization** shows the percentage of firms and employees that are union. In 1999, this section also lists union organizations for which employers report affiliation.

**Employment Distribution by Gender** gives a percent breakdown of gender distribution in the particular occupation.

**OTHER REQUIREMENTS, continued**

**Benefits** show the percentage of responding employers offering benefits to employees working in the occupation. In 1999, benefits show the percentage of responding employers offering employer-paid benefits to employees working in the occupation.

**Promotional opportunities** refer to advancement opportunities to a higher position. This information is obtained from the responding employers' answers to the question regarding promotional possibilities from the occupation to a higher-level position.

## SIZE AND EMPLOYMENT OUTLOOK

### SIZE

The size of a particular occupation refers to the estimated number of workers within Contra Costa County. Occupational size in Contra Costa County is measured using the following scale:

	1999	2000	2001
<b>Small</b>	Less than 491	Less than 499	Less than 511
<b>Medium</b>	491 to 981	499 to 997	511 to 1,021
<b>Large</b>	982 to 2,127	998 to 2,160	1,022 to 2,214
<b>Very Large</b>	2,128 and above	2,161 and above	2,215 and above

### OUTLOOK

In most cases, one of several standard terms will describe the expected occupational growth rate for the outlook period.

<b>Much Faster than average</b>	= 1.5 or more
<b>Faster Than Average</b>	= 1.1 to but not including 1.5
<b>Average</b>	= 0.9 to but not including 1.1
<b>Slower Than Average</b>	= 0.10 to but not including 0.9
<b>Remain Stable</b>	= -0.10 to but not including 0.10
<b>Slow Decline</b>	= less than -0.10

The projected average growth for Contra Costa County in 1999 was 21.4 percent, and in 2000 and 2001 the projected average growth was 18.0 percent.

Unless otherwise noted, the employment trends outlook is based on projections over a 7-year period (1997-2004). It is important not to over emphasize growth in an occupation.

For most occupations, more openings are the result of industry growth rather than of workers leaving the labor force (attrition) or changing occupations. Replacement openings are most numerous in occupations with relatively low training.

### SUPPLY AND DEMAND ASSESSMENT

The terms presented in this section of the summaries refer to the relative difficulty employers experienced in locating qualified applicants for entry-level and experienced positions in the occupation. The terms used in describing the local supply and demand situation found in the area currently are defined as:

<b>Very Difficult</b>	Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when openings exist. Qualified applicants encounter no competition in their job search.
<b>Moderately Difficult</b>	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Applicants may find little competition in their job search.

SIZE AND EMPLOYMENT OUTLOOK, *continued***Not Difficult**

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Employers were asked how many vacancies were filled in their firms over the last 12 months due to promotions, employees leaving, new positions, or temporary/seasonal workers.

Employers were asked if they expect their firms' employment in the occupation to decline, remain stable, or grow over the next two years.

## RECRUITMENT

Recruitment lists the main methods responding employers use to recruit employees.

## MAJOR EMPLOYING INDUSTRIES

Types of industries shown in this section, for OES coded occupations, were derived from the major Standard Industrial Classification (SIC) codes of employers surveyed. For non-OES coded occupations, types of industries shown in this section were derived from the SIC codes of responding employers.

**Related Dictionary of Occupational Titles (DOT) Code** refers the reader to a related DOT code that users could refer to when researching occupations.

**California Occupational Guide Number (COG#)** refers to a series of detailed occupational descriptions prepared by the Labor Market Information Division of the Employment Development Department. These guides are updated regularly and provide information relevant to the State of California. Not all occupations had a corresponding guide at the time this document was printed but new occupations are regularly added. It is recommended that you refer to the Occupational Guides for more detailed information concerning the occupation.

**License/Certification** though not included in the individual occupational summaries provides a list of those occupations surveyed that require a license or certificate. Information regarding license/certification was obtained from the California License Handbook, 6<sup>th</sup> edition, 1999. Please refer to Appendix B for further information.



## CHAPTER 4

Seventy-four occupational summaries appear in this section for the years 1999, 2000, and 2001. Data on these occupations were collected in the summer, fall, and winter of each of the survey years. The summaries for the occupations studied in 1999 and 2000 are printed in their original format. Data cited are findings as they were during the year surveyed. Though there are some differences in the format in 1999, the same type of information is basically provided for all three years. Changing economic conditions after the survey period could alter the results presented in these summaries.

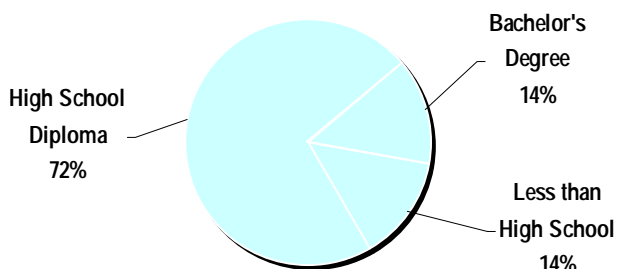
# ADJUSTMENT CLERKS

14 Employers Represented

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill. **OES Code: 531230**

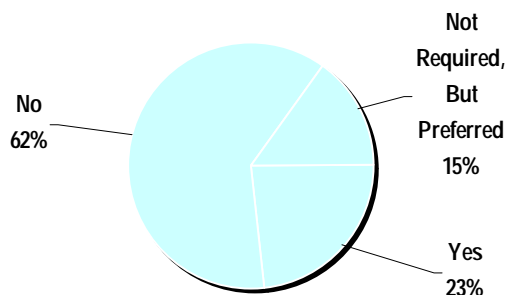
## EMPLOYER REQUIREMENTS

### EDUCATION



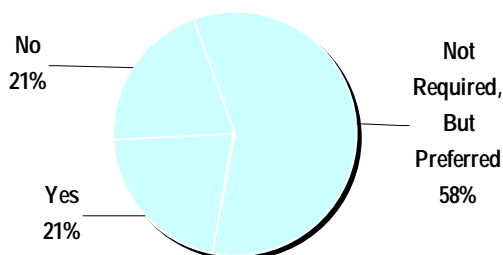
**Most** (72%) employers report that recent new hires have completed their High School Diploma or equivalent.

### TRAINING



**Some** (23%) employers report that training is required prior to employment. **Most** (64%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 8 months Computer/PC Training, Insurance Background, or Cashiering.

### EXPERIENCE



**Many** (21%) employers report that work experience is required. **Almost all** (90%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 7 months Retail Sales, Public Relations, or Secretary.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	54%
Lack of motivation	31%
Lack of training	8%
Lack of upgraded skills	8%

#### Training resources used to upgrade skills:

On-the-Job Training	77%
Workshops	15%
Adult Education	0%
Community College	8%
Other	8%

#### Apprenticeship training program availability:

No	77%
Yes	15%

#### Type of employee found through a staffing service:

Temporary-to-Permanent	46%
None of the Above	46%
Temporary	31%
Project	8%
Seasonal	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Coaching/supervising, analytical/spreadsheet, PC sales, problem-solving, negotiating, communication, and insurance knowledge.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

People skills, flexibility, take charge, handle interruptions, ability to converse intelligently.

## COMPUTER SKILLS SOUGHT: (10 of 14 firms responding)

Word Processing	70%
Spreadsheet	60%
Database	50%
Other	60%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$6.00 - \$11.51	\$ 9.99
New hires, experienced:	\$7.25 - \$17.26	\$10.95
Experienced, 3 years with firm:	\$9.25 - \$15.00	\$13.47

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	80%	39
Part-Time	13%	23
Temporary/On-Call	7%	10

## Unionization

None reported.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	21	0	71	21	0	0
Dental	7	0	57	7	7	0
Vision	7	0	29	7	0	0
Life	36	7	29	7	0	0
Sick	71	21	7	0	0	0
Vacation	79	21	14	0	0	0
Retirement	36	0	29	7	0	0
Child Care	0	0	0	0	14	0
Other	0	0	7	0	0	0
(401k)						

## PROMOTIONAL OPPORTUNITIES

**Most** (79%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Scheduling Analyst
- Supervisor, CSR Supervisor
- Manager: Department, District, General, Office, and Sales
- Trainer
- Team leader
- Senior Account Executive

Related **Dictionary of Occupational Titles (DOT) Code:**

219.362-010, 239.362-014, 241.267-034, 241.367-014

For more information, see COG #562, 16, 261, 295

## EMPLOYMENT TRENDS

Occupation size: Large  
 Projected new jobs: 280  
 Openings due to separations: 70  
 Gender: 25% Male 75% Female  
 Projected growth between 1997 – 2004 is average, 18.9%  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Very difficult.** Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: **Moderately difficult.** Employer demand is somewhat greater than the supply of qualified applicants.

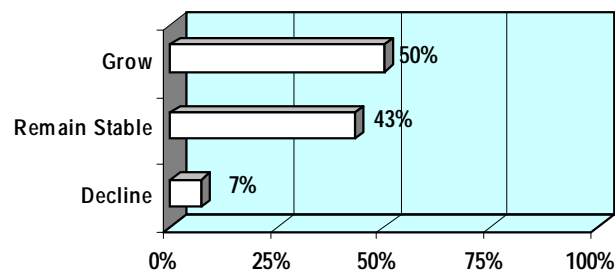
## Annual Turnover

Employers responding to the survey report (21%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 42%  
 New Positions ..... 23%  
 Promotions ..... 22%  
 Temporary ..... 13%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

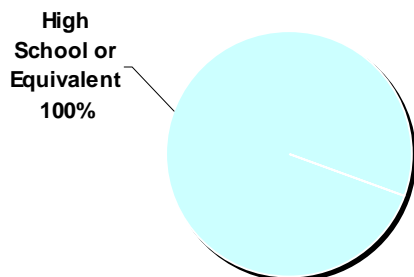
## WHERE THE JOBS ARE

- Banks, National Commercial
- Department Stores
- Furniture Stores
- Insurance Agents, Brokers & Services
- Newspaper Publishing & Printing
- Periodical Publishing & Printing
- Radio, Television, & Consumer Electronics Stores

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists. OES Code: 853020

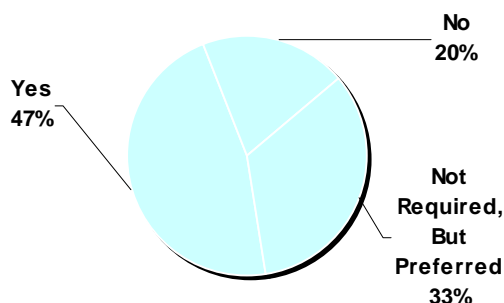
### EMPLOYER REQUIREMENTS

#### EDUCATION



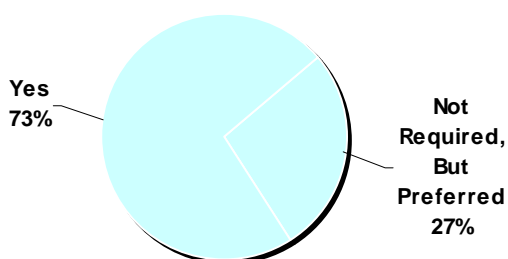
**All** (100%) employers require a High School Diploma.

#### TRAINING



**Many** (47%) employers report that training is required prior to employment. **Type of training required:** An average of 17 months, Automotive Repair, Automotive Technology, Automotive Training, Automotive Skills or High School Auto Shop. **Most** (60%) employers report that an average of 20 months of training is accepted as a substitute for experience.

#### EXPERIENCE



**Most** (73%) employers report that work experience averaging 36 months is required. **Many** (42%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 24 months Heating and Air Conditioning, Airplane Mechanic, Truck or Aircraft Repair.

### SKILL SETS

#### New Skills

Electronic and computer diagnostic, ability to use scan tools, continuous education and on-board computer.

#### Important Skills for Career Advancement

People skills, technical automotive knowledge, knowledge of the trade, clerical, ability to read and write and ability to communicate.

#### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	11%
Desktop Publishing	0%
Other	89%

(Various proprietary programs, auto repair/diagnostic, Triad, ADP)

\*Based on employers responding to this question.

#### Skill Shortages

Diagnostic procedures, electronic knowledge, spelling, sufficient trade school training, maturity, personal responsibility and education in new automotive technology.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## WAGES AND BENEFITS

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$10.00 - \$15.00	\$12.25
New hires, experienced:	\$12.00 - \$21.46	\$15.00
Experienced, 3 years with firm:	\$20.00 - \$25.00	\$23.00

*Employers reported paying other compensation.*

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	95%	40
Part-Time	4%	30
Temporary/On Call	0%	0
Seasonal	1%	20

**Shifts:** *All* (100%) employers reported Day, a *few* (7%) reported Swing and *some* (20%) reported Other: Saturday, and 4:10.

## Unionization

Union firms: A *few* (13%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	67	0	27	0	0	0
Dental	53	0	13	0	7	0
Vision	47	0	13	0	7	0
Life	27	0	13	0	7	0
Sick	33	0	7	0	7	0
Vacation	93	0	0	0	0	0
Retirement	27	0	20	0	7	0
Child Care	0	0	0	0	13	0
Other	20	0	0	0	0	0
Uniforms, Long term disability, Education						

## PROMOTIONAL OPPORTUNITIES

**Most** (67%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Service Writer/Advisor
- Assistant Manager
- Second Lead
- Manager

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:

620.261-010 620.261-012 620.261-030 620.261-034  
620.281-010 620.281-026 620.281-034 620.281-038

For more information, see COG #24

## EMPLOYMENT TRENDS

Occupation size: Very Large  
Projected new jobs: 330  
Openings due to separations: 390  
Gender: 100% Male 0% Female  
Projected growth between 1997 – 2004 is slower than average, 16.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Very difficult.** Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: **Very difficult.** Employer demand is considerably greater than the supply of qualified applicants.

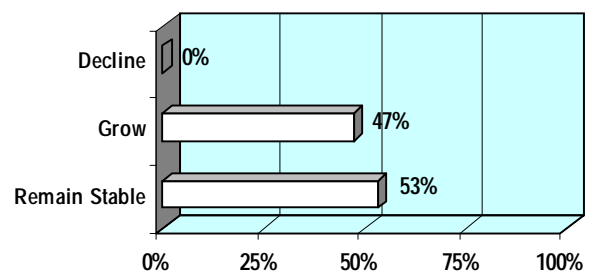
## Annual Turnover

Employers responding to the survey report a (16%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	43%
New Positions .....	32%
Promotions .....	25%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Walk-in Applicants

## WHERE THE JOBS ARE

- Auto and Home Supply Stores
- Automotive Repair Shops, General
- Automotive Repair Shops, N.E.C.
- Motor Vehicle Dealers, New and Used
- Repair Shops and Related Services, N.E.C.



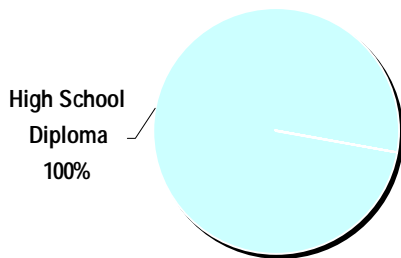
## BILL AND ACCOUNT COLLECTORS

14 Employers Represented

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond initiating repossession proceedings or service disconnection and keeping records of collection and status of accounts. Does not include collectors of money from coin boxes. **OES Code: 535080**

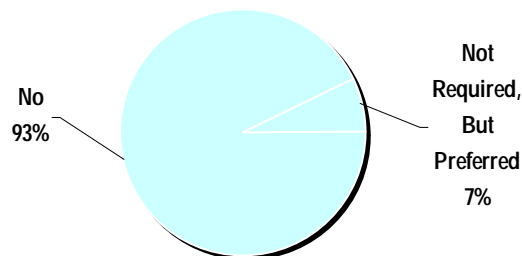
### EMPLOYER REQUIREMENTS

#### EDUCATION



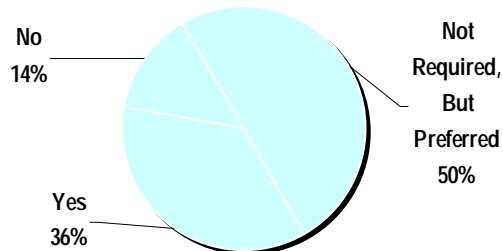
**All** (100%) employers report that recent new hires have completed their High School Diploma or equivalent.

#### TRAINING



**No** (0%) employers report that training is required prior to employment. **Many** (50%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

#### EXPERIENCE



**Some** (36%) employers report that work experience is required. **Almost all** (90%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 12 months Banking, Collections, Administrative, Accounting, Customer Service, or Insurance.

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of motivation	36%
Lack of available positions	36%
Lack of training	14%
Lack of upgraded skills	7%

#### Training resources used to upgrade skills:

On-the-Job Training	57%
Adult Education	21%
Community College	14%
Workshops	21%
Other	7%

#### Apprenticeship training program availability:

No	86%
Yes	14%

#### Type of employee found through a staffing service:

None of the Above	79%
Temporary-to-Permanent	14%
All of the Above	0%
Temporary	7%
Project	0%
Seasonal	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Flexibility, dependability, quick learner, motivation, industry knowledge, leadership and independence.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Analytical and logical thinking, good verbal communication, payroll, taxes, sales, computer literacy, accuracy and workers compensation insurance knowledge.

#### COMPUTER SKILLS SOUGHT: (11 of 14 firms responding)

Word processing	64%
Spreadsheet	45%
Database	55%
Other	45%

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

**All** = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,  
**Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$6.50 – \$13.69	\$ 7.50
New hires, experienced:	\$6.75 - \$17.55	\$13.00
Experienced, 3 years with firm:	\$7.50 - \$21.29	\$15.17

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	82%	39
Part-Time	16%	22
Temporary/On-Call	3%	40

## Unionization

Union firms	1 of 14	7%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	21	7	29	7	0	0
Dental	7	0	21	7	0	0
Vision	7	0	14	7	0	0
Life	7	0	7	7	0	0
Sick	64	14	0	0	0	0
Vacation	71	14	0	0	0	0
Retirement	21	0	21	7	0	0
Child Care	0	0	0	0	0	0
Other	0	0	14	7	0	0
(Cable TV)						

## PROMOTIONAL OPPORTUNITIES

**Many** (57%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Loan Officer
- Office Manager
- Senior Collector
- Collection Supervisor
- Senior Level

Related **Dictionary of Occupational Titles (DOT) Code:**

241.357-010, 241.367-022

For more information, see COG #561, 26, 295

## EMPLOYMENT TRENDS

Occupation size: Medium  
 Projected new jobs: 200  
 Openings due to separations: 160  
 Gender: 21% Male 79% Female  
 Projected growth between 1997 – 2004 is faster than average, 26.3%  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

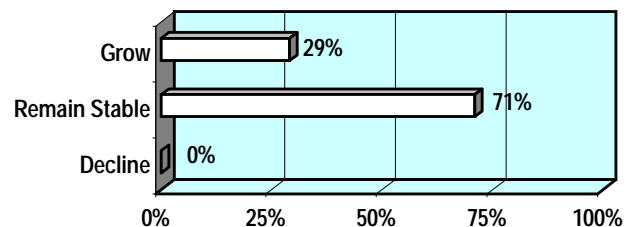
## Annual Turnover

Employers responding to the survey report a (24%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 70%  
 New Positions ..... 7%  
 Promotions ..... 23%  
 Temporary ..... 0%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

## WHERE THE JOBS ARE

- Credit Unions, Federally Chartered
- Collection & Adjustment Services
- Dentists, Offices & Clinics
- Furniture Stores
- Hospitals, General Medical & Surgical
- Medical, Dental & Hospital Equipment, Wholesale
- Telegraph & Other Message Communications
- Telephone Communications

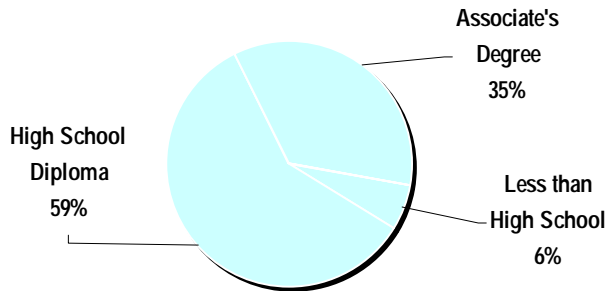
# BOOKKEEPING, ACCOUNTING AND AUDITING CLERKS

17 Employers Represented

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines. **OES Code: 553380**

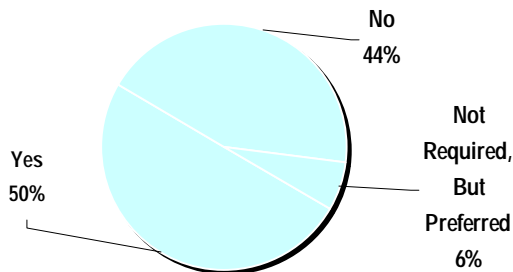
## EMPLOYER REQUIREMENTS

### EDUCATION



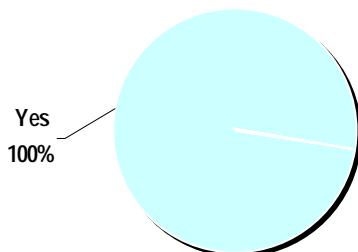
**Many** (59%) employers report that recent new hires have completed their High School Diploma or equivalent.

### TRAINING



**Many** (50%) employers report that training is required prior to employment. **Some** (24%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 15 months Accounting, Computer Skills, or Finance.

### EXPERIENCE



**All** (100%) employers report that work experience is required. **Many** (44%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 15 months Banking, Accounting, Computer Knowledge, or Office Manager.

#### Key Terms:

**All** = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,  
**Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of upgraded skills	35%
Lack of available positions	35%
Lack of motivation	18%
Lack of training	6%

#### Training resources used to upgrade skills:

On-the-Job Training	76%
Workshops	35%
Adult Education	24%
Community College	24%
Apprenticeship	12%
Other	6%

#### Apprenticeship training program availability:

No	94%
Yes	0%

#### Type of employee found through a staffing service:

Temporary	41%
None of the Above	41%
Temporary-to-Permanent	29%
Project	12%
All of the Above	6%
Seasonal	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

People skills, accounting, initiative, communication, finance, budgeting, and dependable.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Oral and writing communications, organization, accounting, 10 key, computer, and interpersonal.

## COMPUTER SKILLS SOUGHT: (17 of 17 firms responding)

Word Processing	100%
Spreadsheet	100%
Database	47%
Other	47%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$11.99 - \$19.18	\$15.00
Experienced, 3 years with firm:	\$13.13 - \$24.93	\$19.00

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	86%	39
Part-Time	13%	27
Seasonal	1%	40

## Unionization

Union firms	3 of 17	18%
-------------	---------	-----

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	41	6	59	6	0	0
Dental	41	6	24	0	0	0
Vision	18	0	24	0	0	0
Life	65	12	6	0	6	0
Sick	88	6	0	0	0	0
Vacation	100	12	0	0	0	0
Retirement	24	6	53	0	12	0
Child Care	0	0	6	6	24	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

**Most** (71%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Accounting Clerk
- Accounting Manager
- Assistant Manager, Business Manager
- Budget Analyst
- Accounting Assistant II, III
- Chief Financial Officer
- Accounting Controller
- Accounts Payable Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**

210.382-010, 210.382-014, 216.482-010

For more information, see COG#26

## EMPLOYMENT TRENDS

Occupation size: Very Large  
 Projected new jobs: 280  
 Openings due to separations: 600  
 Gender: 14% Male 86% Female  
 Projected growth between 1997 – 2004 is slower than average, 6.2%  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

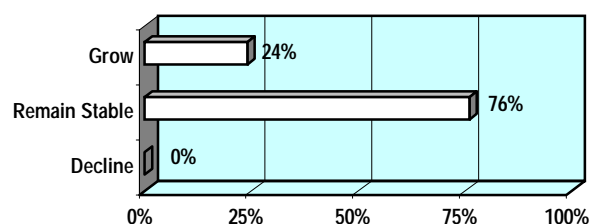
## Annual Turnover

Employers responding to the survey report an (18%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....85%  
 New Positions .....12%  
 Promotions .....4%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

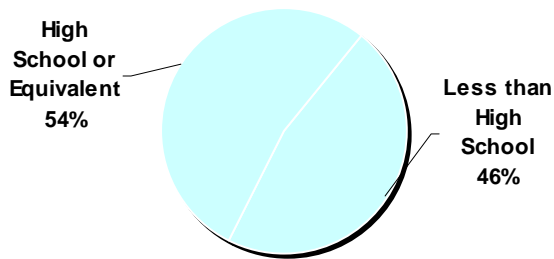
## WHERE THE JOBS ARE

- Accounting, Auditing & Bookkeeping Services
- Building Owner-Operators, Apartments
- Cellular and Radiotelephone Communications
- Contractors, General, Other Nonresidential Buildings
- Contractors, General, Single-Family Residential
- Hospitals, General Medical & Surgical
- Job Training & Vocational Rehabilitation Services
- Legal Services
- Metal Plating, Electroplating, Polishing & Anodizing
- Real Estate Agents, Managers & Services
- Residential Care
- Schools & Educational Services, N.E.C.
- School, Elementary & Secondary

Brick Masons lay building materials, such as brick, structural tile, concrete, cinder, glass, gypsum, and terra cotta block (except stone) to construct or repair walls, partitions, arches, sewers, and other structures. Includes Refractory Brick Masons. **OES Code: 873020**

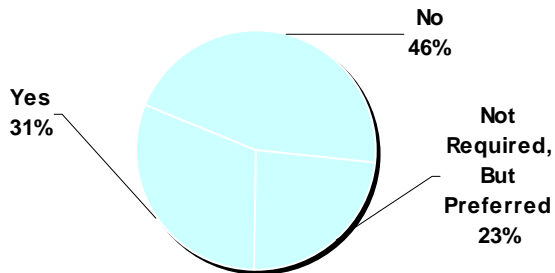
### EMPLOYER REQUIREMENTS

#### EDUCATION



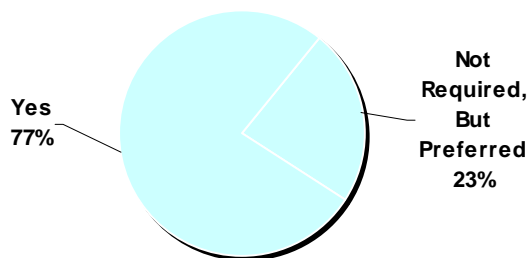
**Many** (54%) employers require a High School Diploma.

#### TRAINING



**Some** (31%) employers report that training is required prior to employment. **Type of training required:** An average of 36 months Apprenticeship Program Bricklayer, Hands-on Work or Tile Apprenticeship Program. **Many** (46%) employers report that an average of 15 months of training is accepted as a substitute for experience.

#### EXPERIENCE



**Most** (77%) employers report that work experience averaging 29 months is required. **Some** (33%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 13 months Construction or HOD Carrier.

### SKILL SETS

#### New Skills

Heavy lifting and equipment operation.

#### Important Skills for Career Advancement

Trade knowledge, people skills, commitment, intelligence, decision-making, reasoning, hard work, good working relationships, good quality work, experience, responsible and good in craft.

#### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

#### Skill Shortages

Lack of attention to detail, some too old to begin career and ability to lay-out daily work.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## WAGES AND BENEFITS

## WAGES

**Non-Union**

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$18.00 - \$28.00	\$25.00
Experienced, 3 years with firm:	\$25.00 - \$35.00	\$28.00

**Union**

	Range	Median
New hires, no experience:	\$ 8.00 - \$24.50	\$13.00
New hires, experienced:	\$10.00 - \$31.80	\$27.25
Experienced, 3 years with firm:	\$16.00 - \$31.80	\$27.70

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	90%	40
Part-Time	8%	20
Temporary/On Call	2%	35
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day, and a *few* (15%) reported Swing.

## Unionization

Union firms: *Many* (46%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	54	0	15	0	8	0
Dental	46	0	15	0	8	0
Vision	38	0	15	0	8	0
Life	23	0	15	0	0	0
Sick	0	0	0	0	15	0
Vacation	38	0	0	0	8	0
Retirement	46	0	0	0	8	0
Child Care	0	0	0	0	8	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

*Many* (46%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Superintendent
- Foreman
- Journey Level
- Master Mason

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
573.684-010 709.684-046 861.381-010 861.381-014

For more information, see COG #204

## EMPLOYMENT TRENDS

Occupation size: Small  
Projected new jobs: 60  
Openings due to separations: 30  
Gender: 100% Male 0% Female  
Projected growth between 1997 – 2004 is much faster than average, 33.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

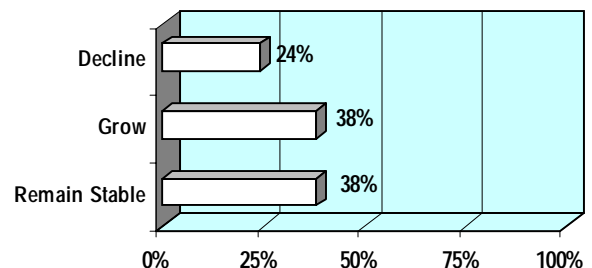
## Annual Turnover

Employers responding to the survey report a (10%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	10%
New Positions .....	13%
Promotions .....	0%
Temporary .....	77%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Union Hall Referrals
- Walk-In Applicants

## WHERE THE JOBS ARE

- Contractors, Masonry and Other Stone Work
- Contractors, Terrazzo, Tile, Marble and Mosaic Work

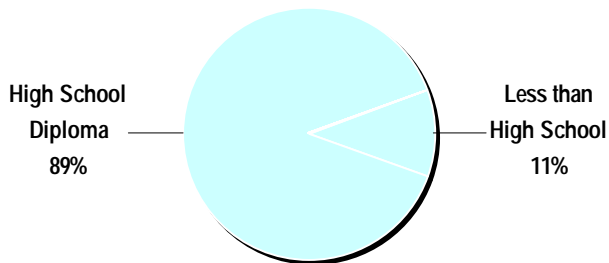
# BUS AND TRUCK MECHANICS AND DIESEL ENGINE SPECIALISTS

18 Employers Represented

Bus and Truck Mechanics and Diesel Engine Specialists repair and maintain the operating condition of trucks, buses, and all types of diesel engines. This includes mechanics working primarily with automobile diesel engines. **OES Code: 853110**

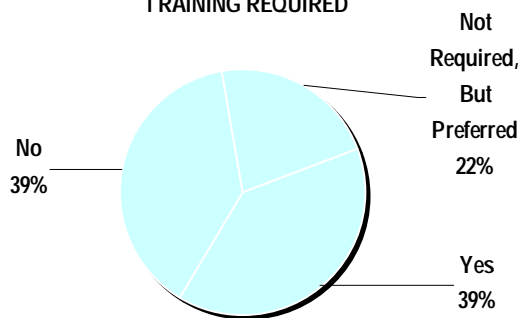
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



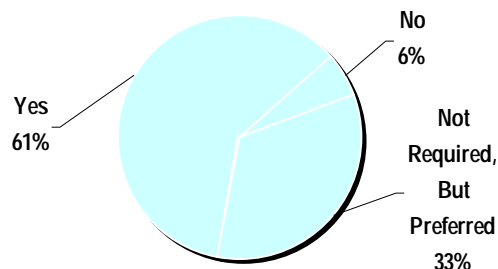
**Almost all** (89%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**Some** (39%) employers report that training is required prior to employment. **Some** (28%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 18 months Mechanic, Mechanic Apprentice, Skilled Journey-person Vocational Training, College or Technical School, or On-the-Job training.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Most** (61%) employers report that work experience is required. **Some** (31%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 22 months of any Mechanic experience.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Ability to use hand tools	3.0
Ability to operate power tools	3.0
Ability to repair Diesel engines	2.7

### Physical

Use hands, arms and fingers	3.0
Ability to lift over 50 pounds	2.9
Standing up most of the day	2.8
Working in awkward positions	2.2

### Personal

Implement safe work practices	3.0
Ability to follow oral instructions	3.0
Work under pressure	2.5

### Basic

Read and follow instructions	3.0
Ability to read and understand repair manuals	3.0
Communicate effectively in the English language	2.7

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Hands-on experience, management, communication, decision-making, technical, computer knowledge, higher education, and leadership.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Automotive software, class II license, and supervisory skills.

### COMPUTER SKILLS SOUGHT:

**Some** (22%) employers seek word processing; a **few** (17%) employers seek database; a **few** (11%) employers seek spreadsheet, and a **few** (17%) employers seek other (e.g. Paragren Maintenance System).

Employers report the following software applications are used: Microsoft Word and Excel, and FileMaker Pro.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprentice Coordinators Association
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College
- Martinez Adult School

Contra Costa County, 1999



## WAGES AND OTHER INFORMATION

### WAGES

#### Non-Union

	Range	Median
New hires, no experience:	\$10.00 - \$10.00	\$10.00
New hires, experienced:	\$11.00 - \$18.00	\$15.00
Experienced, 3 years with firm:	\$13.00 - \$25.00	\$23.00

#### Union

	Range	Median
New hires, no experience:	\$10.00 - \$20.43	\$16.32
New hires, experienced:	\$13.44 - \$21.73	\$19.74
Experienced, 3 years with firm:	\$18.43 - \$25.16	\$22.55

### OTHER RELEVANT INFORMATION

#### Hours Worked

**Almost all** (95%) employees worked full-time averaging 40 hours a week, a **few** (2%) worked temporary/on-call averaging 40 hours a week, a **few** (1%) worked part-time averaging 30 hours a week, and a **few** (1%) worked seasonal averaging 40 hours a week.

#### Unionization

**Most** (72%) firms, and **almost all** (93%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, Teamsters Union Local 315, Public Employees' Union Local 790, Public Employees' Union Local 192, California School Employees Association, and Walnut Creek Employees Association.

#### Gender

Male (100%).

### FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	56%	6%
Dental Insurance	50%	6%
Vision Insurance	33%	6%
Life Insurance	56%	0%
Paid Sick Leave	72%	6%
Paid Vacation	78%	6%
Retirement Plan	56%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

### PROMOTIONAL OPPORTUNITIES

Responding employers listed the following positions as promotional opportunities:

- Lead Mechanic
- Equipment Supervisor
- Journey-level Mechanic
- Supervisor
- Manager
- Superintendent

## SIZE AND EMPLOYMENT OUTLOOK

### Contra Costa County

#### Occupational Forecast 1995 – 2002

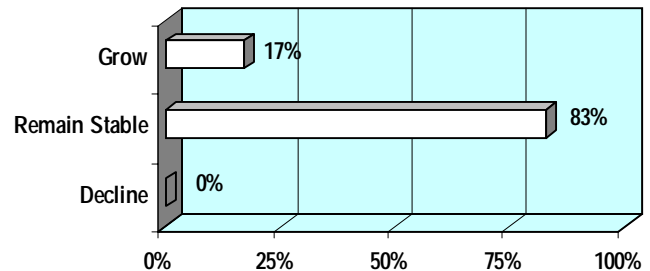
Occupation size: Small  
 Projected new jobs: 50  
 Openings due to separations: 60  
 Projected growth between 1995-2002 is slower than average, 13.2%.  
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

### SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (56%) vacancies filled over the last 12 months were due to employees leaving; **some** (25%) filled were due to promotions; a **few** (13%) filled were due to new positions, and a **few** (6%) filled were due to temporary/on-call positions.

### EMPLOYMENT OVER THE NEXT 2 YEARS



**Almost all** (83%) employers responding expect this occupation's employment to remain stable over the next 2 years, and a **few** (17%) expect it to grow.

### RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotion or transfer
- Walk-in applicants

### MAJOR EMPLOYING INDUSTRIES (In survey area)

- Transportation, Inner City and Rural Bus
- Bus Charter Service (except Local)
- Trucking and Hauling, Local
- Trucking, Local with Storage
- Refuse Systems
- Automotive Repair Shops, General
- Schools, Elementary and Secondary
- Government

### Related Dictionary of Occupational Titles (DOT) Code:

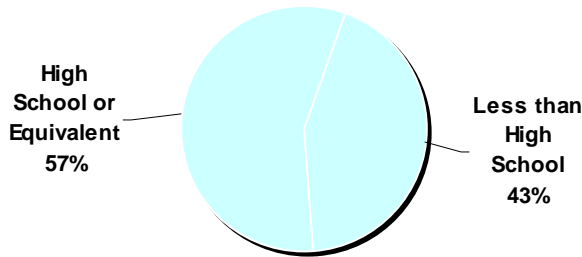
620.281-046, 620.281-050, 625.281-010, 625.281-014, 625.361-010  
 For more information, see COG # 251



Carpet Installers lay carpets or rugs in homes or buildings. Does not include workers who lay only linoleum. OES Code: 876020

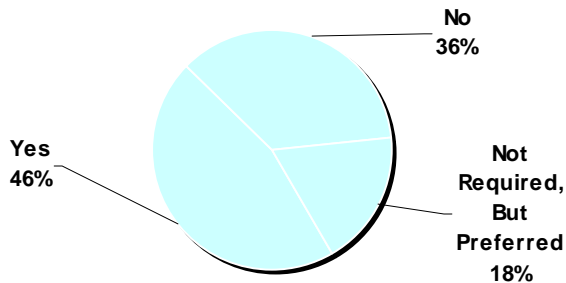
## EMPLOYER REQUIREMENTS

### EDUCATION



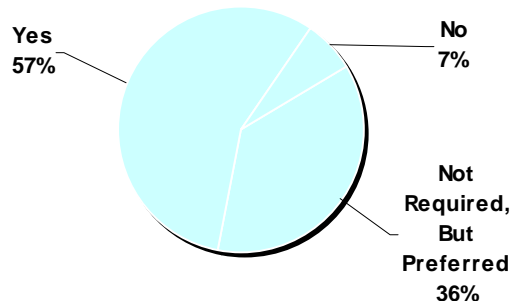
**Many** (57%) employers require a High School Diploma.

### TRAINING



**Many** (46%) employers report that training is required prior to employment. **Type of training required:** An average of 24 months Union Hall Flooring, Technical, On-the-Job-training, Carpentry, Union School, Carpet Installations or Carpet Trade. **Most** (62%) employers report that an average of 19 months training is accepted as a substitute for experience.

### EXPERIENCE



**Most** (57%) employers report that work experience averaging 24 months is required. A **few** (11%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 3 months general knowledge of construction.

## SKILL SETS

### New Skills

Leadership, responsibility, Karastan certification, installations and some small repair and knowledge of current techniques.

### Important Skills for Career Advancement

Industry knowledge, supervisory skills, bilingual, speak English, able to do the job, firm and personable, dependable, showing up to work, product knowledge, people skills, installation experience, good work performance and professional conduct.

### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

Ability and experience.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## WAGES AND BENEFITS

## WAGES

**Non-Union**

	Range	Median
New hires, no experience:	\$ 8.00 - \$10.00	\$ 9.50
New hires, experienced:	\$ 8.00 - \$23.00	\$16.00
Experienced, 3 years with firm:	\$10.00 - \$35.00	\$20.00

Employers reported paying other compensation.

**Union**

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$15.81 - \$30.00	\$25.00
Experienced, 3 years with firm:	\$30.00 - \$30.40	\$30.00

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	82%	41
Part-Time	3%	24
Temporary/On Call	15%	22
Seasonal	0%	0

**Shifts:** *Almost all* (93%) employers reported Day, *some* (29%) reported Swing and a *few* (14%) Graveyard.

## Unionization

Union firms: *Some* (29%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	50	0	21	0	0	0
Dental	36	0	14	0	0	0
Vision	29	0	14	0	0	0
Life	14	0	0	0	7	0
Sick	21	0	0	0	7	0
Vacation	36	0	0	0	14	0
Retirement	29	0	29	0	7	0
Child Care	0	0	0	0	7	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

**Most** (64%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Project Manager
- Foreman
- Supervisor
- Journey Level Installer

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
864.381-010

For more information, see COG #383

## EMPLOYMENT TRENDS

Occupation size: Small  
 Projected new jobs: 50  
 Openings due to separations: 30  
 Gender: 100% Male 0% Female  
 Projected growth between 1997 – 2004 is faster than average, 25.0%  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.  
 Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

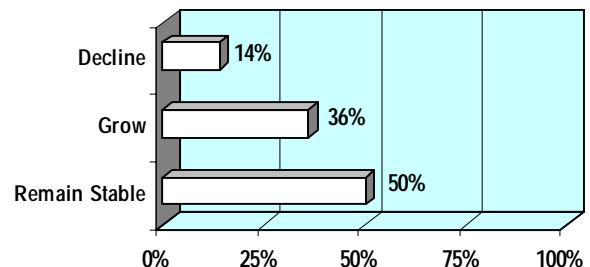
## Annual Turnover

Employers responding to the survey report an (11%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving	29%
New Positions	37%
Promotions	0%
Temporary	34%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Walk-In Applicants
- Union Hall Referrals
- Newspaper Ads

## WHERE THE JOBS ARE

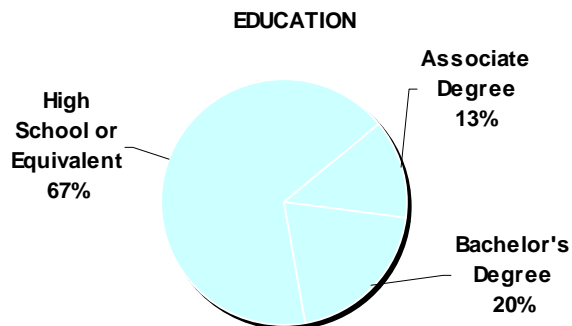
- Contractors, Floor Laying & Floor Work, N.E.C.
- Floor Covering Stores

# COMPUTER AIDED DESIGN (CAD) TECHNICIANS

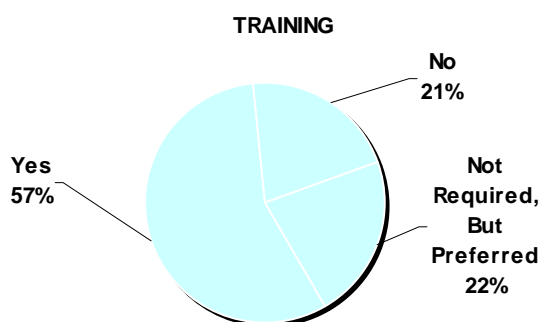
15 Employers Represented

Computer Aided Design (CAD) Technicians operate computer-aided design systems and peripheral equipment to draft and modify drawings from rough or detailed sketches or notes to specified dimensions for manufacturing, construction, engineering, or other purposes. They utilize knowledge of various CAD programs, machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.  
OES Code: 003362999

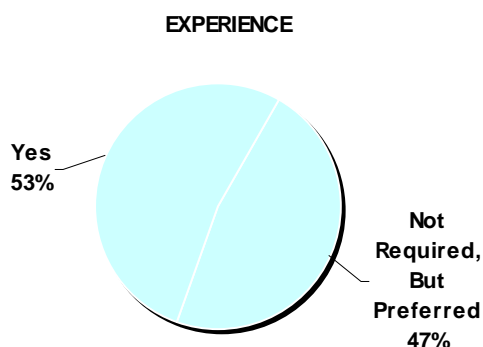
## EMPLOYER REQUIREMENTS



**Most** (67%) employers require a High School Diploma.



**Many** (57%) employers report that training is required prior to employment. **Type of training required:** An average of 17 months of Architectural Engineering, Structural Engineering, AutoCAD Training or Civil Engineering. **Many** (53%) employers report that an average of 9 months training is accepted as a substitute for experience.



**Many** (53%) employers report that work experience averaging 24 months is required. **Some** (33%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 10 months Construction, Engineering, Architecture or Structural.

## SKILL SETS

### New Skills

Architectural degree, field surveys and CAD software.

### Important Skills for Career Advancement

Architect degree, work ethic, motivation, communication skills, budgets, management skills, people skills, computer knowledge, commitment, general engineering principals and general design.

### \*Computer Skills

Word Processing	46%
Spreadsheet	46%
Database	15%
Desktop Publishing	15%
Other	85%

(AutoCAD, Autodesk, Arch Desktop)

\*Based on employers responding to this question.

### Skill Shortages

Hands-on experience, math and practical architecture experience with AutoCAD software.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001

## WAGES AND BENEFITS

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$10.00 - \$18.50	\$14.50
New hires, experienced:	\$14.00 - \$25.00	\$18.22
Experienced, 3 years with firm:	\$15.00 - \$28.77	\$24.50

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	91%	40
Part-Time	2%	21
Temporary/On Call	6%	35
Seasonal	1%	40

**Shifts:** *Almost all* (93%) employers reported Day and a *few* (13%) reported Other: flex time.

## Unionization

Union firms: A *few* (7%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	53	0	40	13	0	0
Dental	53	7	27	7	0	0
Vision	33	7	20	7	7	0
Life	40	13	13	0	0	0
Sick	93	13	0	0	0	0
Vacation	93	20	0	0	0	0
Retirement	40	0	47	13	0	0
Child Care	0	0	7	0	7	0
Other	0	0	7	0	0	0
Disability policy						

## PROMOTIONAL OPPORTUNITIES

*Almost all* (93%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Engineering Technician I-VIII
- Design Manager
- Architect/Project Manager
- Job Captain
- Sr. Designer
- CAD Manager

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
N/A

For more information, see COG #338

## EMPLOYMENT TRENDS

Occupation size: Data Not Available  
 Projected new jobs: Data Not Available  
 Openings due to separations: Data Not Available  
 Gender: 81% Male 19% Female  
 Projected growth between 1997 – 2004 Data Not Available  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

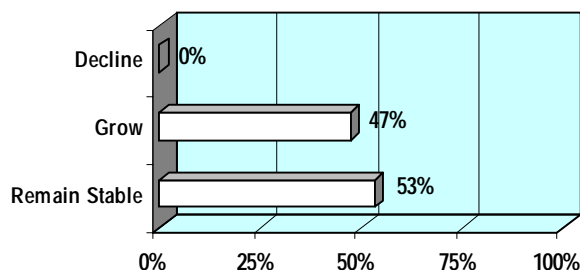
## Annual Turnover

Employers responding to the survey report a (7%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	37%
New Positions .....	55%
Promotions .....	0%
Temporary .....	8%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Internet

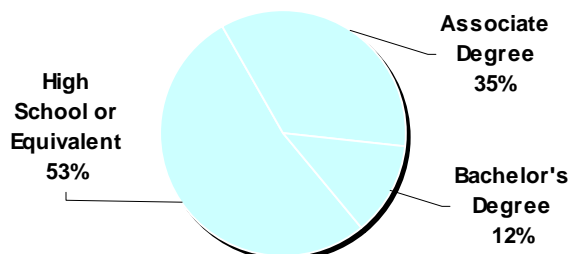
## WHERE THE JOBS ARE

- Architectural Services
- Engineering Services
- Machinery & Equipment Parts & Repair (Machine Shop)
- Industrial & Commercial, N.E.C.
- Management Consulting Services
- Surveying Services

Computer and Software Support Technicians assist in monitoring operations of computers and peripheral equipment. They have knowledge of a variety of word processing, spreadsheet, and data base applications. They assist and provide training in the operation of computers, peripheral equipment, and software; enter commands to help computer operators identify and correct errors; revise input data and programs; recommend changes in programs, in routines, and in quality-control standards to improve computer operating efficiency. **OES Code: 213132999**

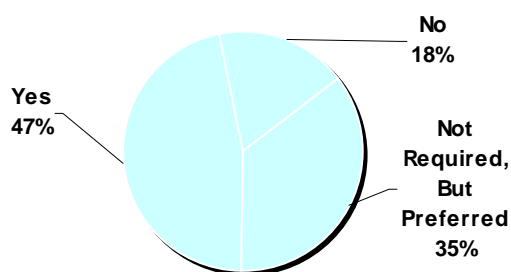
### EMPLOYER REQUIREMENTS

#### EDUCATION



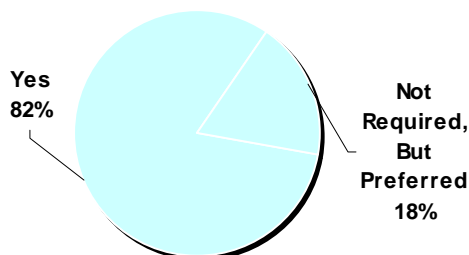
**Many** (53%) employers require a High School Diploma.

#### TRAINING



**Many** (47%) employers report that training is required prior to employment. **Type of training required:** An average of 18 months Software Certificate, A+, Cisco, Technology Field, Networking, Software Technical School, College or Certificated Courses, PC Hardware & Software, PC Repair and MS Applications. **Most** (65%) employers report that an average of 15 months of training is accepted as a substitute for experience.

#### EXPERIENCE



**Almost all** (82%) employers report that work experience averaging 27 months is required. **Some** (29%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 12 months Clerical, Electronics Technician, Computer Repair or Information Technology.

### SKILL SETS

#### New Skills

Networking, technical, written, Macintosh, UNIX, Microsoft OS (98-NT-2000), large database file maintenance, telephone system, voice mail, internet, website, new systems and new software.

#### Important Skills for Career Advancement

Computer programming, network skills, computer knowledge, database systems, continued learning courses, communication, leadership, technical, education, ability to adjust to change, associate degree in computer science, telephone system, voice mail, internet, website experience, training and college degree.

#### \*Computer Skills

Word Processing	82%
Spreadsheet	82%
Database	82%
Desktop Publishing	35%
Other	53%

(Proprietary, Novell, Windows, UNIX, MS OS 98NT-2000, ASP, Java, Informix, Help Desk, Microsoft, Networking)

\*Based on employers responding to this question.

#### Skill Shortages

Knowledge of systems, effective diagnostic skills, networking skills, and technical writing skills.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## WAGES AND BENEFITS

## WAGES

**Non-Union**

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$15.00 - \$31.16	\$22.00
Experienced, 3 years with firm:	\$20.00 - \$38.36	\$27.37

**Union**

	Range	Median
New hires, no experience:	\$15.82 - \$18.37	\$17.10
New hires, experienced:	\$16.32 - \$27.03	\$18.67
Experienced, 3 years with firm:	\$18.64 - \$33.26	\$21.93

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	100%	40
Part-Time	0%	0
Temporary/ On Call	0%	0
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day and a *few* (6%) reported Other; on-call.

## Unionization

Union firms: *Many* (59%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	71	0	24	0	0	0
Dental	82	0	12	0	0	0
Vision	65	0	6	0	0	0
Life	65	0	0	0	0	0
Sick	94	0	0	0	0	0
Vacation	94	0	0	0	0	0
Retirement	41	0	47	0	0	0
Child Care	6	0	0	0	12	0
Other	12	0	0	0	0	0
Cafeteria plan						

## PROMOTIONAL OPPORTUNITIES

*Most* (65%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Computer Programmer
- Network Specialist
- Senior Systems Engineer
- Senior Systems Engineer

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
N/A

For more information, see COG #541

## EMPLOYMENT TRENDS

Occupation size: Data Not Available  
 Projected new jobs: Data Not Available  
 Openings due to separations: Data Not Available  
 Gender: 71% Male 29% Female  
 Projected growth between 1997 – 2004 Data Not Available  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.  
 Inexperienced: *Not difficult*. Supply of qualified applicants is considerably greater than demand.

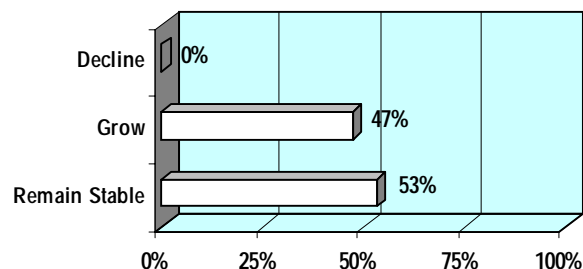
## Annual Turnover

Employers responding to the survey report a (16%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving	31%
New Positions	69%
Promotions	0%
Temporary	0%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- Internet

## WHERE THE JOBS ARE

- Amusement and Recreation Services, N. E. C.
- Colleges, Community and Technical Institutes
- Computer Maintenance and Repair
- Computer System Integrators
- Executive/Legislative Offices
- Finance/Taxation Policy
- Industrial Instruments, Process Control and Related Products
- Local Government

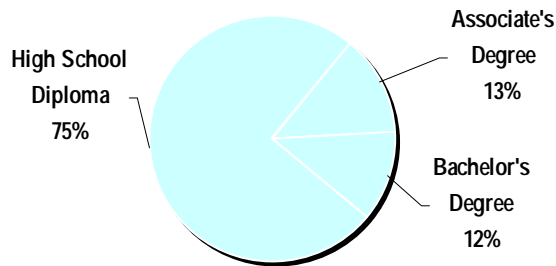
# COMPUTER NETWORK TECHNICIANS

16 Employers Represented

Computer Network Technicians install and maintain personal computers and connect them to local and/or wide-area networks (LANs/WANs). The technicians perform troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network-related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications, and usage.  
OES Code: 033162996

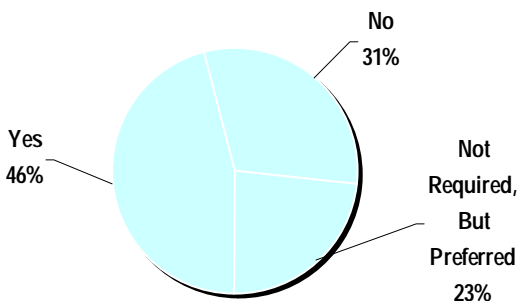
## EMPLOYER REQUIREMENTS

### EDUCATION



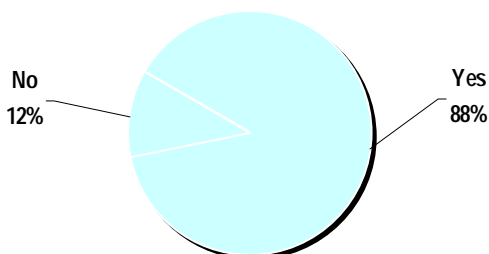
**Most** (75%) employers report that recent new hires have completed their High School Diploma or equivalent.

### TRAINING



**Many** (46%) employers report that training is required prior to employment. **Many** (50%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 17 months Computer Technician, MSCE, Network Technology, or Network Administration.

### EXPERIENCE



**Almost all** (88%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 16 months Network Technology, Systems Administrator, or Programmer.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	47%
Lack of upgraded skills	20%
Lack of training	13%
Lack of motivation	20%

#### Training resources used to upgrade skills:

On-the-Job Training	67%
Workshops	47%
Community College	40%
Adult Education	33%
Other	7%

#### Apprenticeship training program availability:

No	60%
Yes	40%

#### Type of employee found through a staffing service:

None of the Above	67%
Temporary	13%
Temporary-to-Permanent	13%
All of the Above	13%
Project	7%
Seasonal	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Network management, loyalty, work ethic, and continuing education in computers.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Computer technician skills, Windows NT, MSCE, good people skills, networking, and consulting.

## COMPUTER SKILLS SOUGHT: (16 of 16 firms responding)

Word Processing	75%
Spreadsheet	75%
Database	56%
Desktop Publishing	38%
Other	75%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Refer to Appendix B.

Contra Costa County, 2000



## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$10.00 - \$21.58	\$15.79
New hires, experienced:	\$11.99 - \$30.42	\$19.59
Experienced, 3 years with firm:	\$14.38 - \$30.00	\$24.56

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	71%	40
Part-Time	7%	23
Temporary/On-Call	22%	24

## Unionization

Union firms:	1 of 14	7%
--------------	---------	----

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	19	0	50	6	6	0
Dental	38	6	25	0	13	0
Vision	25	6	25	0	6	0
Life	56	0	13	0	13	0
Sick	75	13	0	0	0	0
Vacation	75	6	0	0	0	0
Retirement	13	0	44	6	19	0
Child Care	0	0	0	0	25	0
Other	13	0	25	0	19	0
(Stock, tuition reimbursement)						

## PROMOTIONAL OPPORTUNITIES

**Most** (75%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Network Technician
- Systems Analyst/Manager
- Network Analyst I, II
- Engineer
- Network Administrator I, II
- Information Systems Technician II/IS Manager
- Information Specialist

Related Dictionary of Occupational Titles (DOT) Code:  
N/A

For more information, see COG #N/A

## EMPLOYMENT TRENDS

Occupation size: Data not available  
 Projected new jobs: Data not available  
 Openings due to separations: Data not available  
 Gender: 60% Male 40% Female  
 Projected growth between 1997 – 2004 will remain stable. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: **Not difficult**. The supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

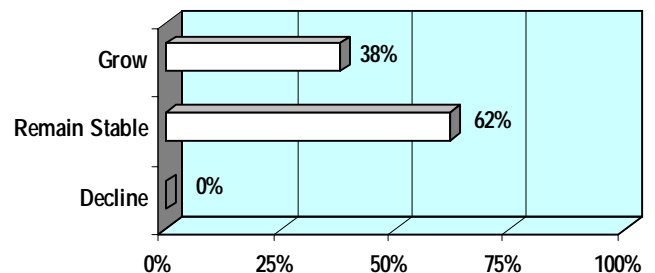
## Annual Turnover

Employers responding to the survey report a (5%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 8%  
 New Positions..... 15%  
 Promotions ..... 5%  
 Temporary ..... 73%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Internet
- Newspaper ads
- Employee referrals

## WHERE THE JOBS ARE

- Banks, State Commercial
- Business Services, N.E.C.
- Computer & Computer Software Stores
- Computer & Data Processing Services
- Doctors of Medicine, Offices & Clinics
- Grocery Stores
- Help Supply & Employees Leasing Services
- Research & Development, Physical & Biological
- School, Elementary & Secondary



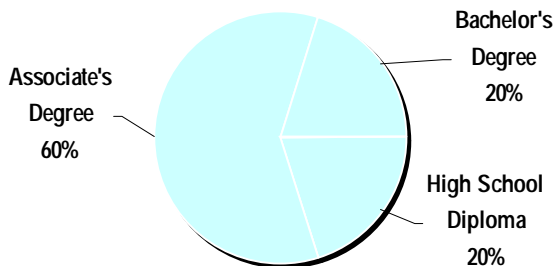
# COMPUTER SUPPORT SPECIALISTS

15 Employers Represented

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, work processing, programming languages, electronic mail, and operating systems. **OES Code: 251040**

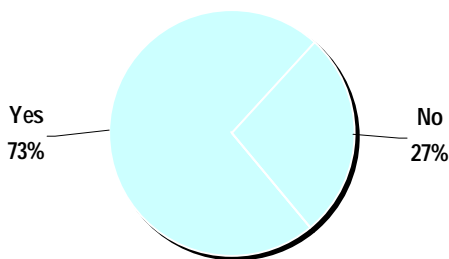
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



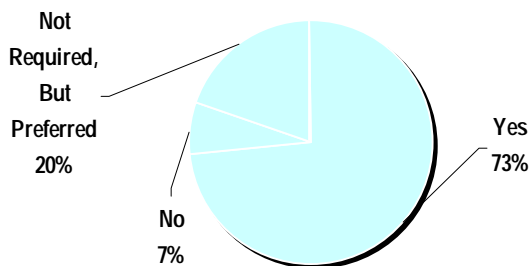
**Most** (60%) employers report that when hiring, the minimum education required is an Associate's Degree.

### TRAINING REQUIRED



**Most** (73%) employers report that training is required prior to employment. **Some** (36%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months Technical, Computer-related, Operating Systems, Microsoft Certified Engineer, or Hands-on training.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Most** (73%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 27 months Operations, Mainframe Support, Management Information Systems Administrator, or Computer Systems related experience.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Ability to troubleshoot	3.0
Understanding local (LAN) and wide (WAN) area networks	2.9
Ability to use operating manuals	2.8
Ability to utilize good teaching techniques	2.2

### Physical

Ability to pass drug testing	2.2
Ability to pass a pre-employment medical exam	2.1

### Personal

Ability to work under pressure	3.0
Attention to detail	3.0
Ability to work independently	3.0
Ability to handle crisis situations	2.9

### Basic

Ability to read and follow instructions	3.0
Oral communication skills	2.9
Ability to write legibly	2.5
Basic math skills	2.5

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Network design, troubleshooting, client relations, communication, management experience, technical skills, and time on the job.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Network, C++, Visual Basic, NT Server, NT Work Station, Internet, web applications, communication, desire to learn, and computer skills.

### COMPUTER SKILLS SOUGHT:

**Most** (73%) employers seek word processing; **most** (73%) employers seek database; **most** (73%) employers seek spreadsheet; **some** (33%) seek desktop publishing, and **many** (53%) employers seek other (e.g. Oracle, Microsoft NT Operating System, UNIX, System 8, and Harris).

Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$20.62	\$13.31
New hires, experienced:	\$10.00 - \$25.18	\$18.46
Experienced, 3 years with firm:	\$19.00 - \$27.61	\$25.57

**Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$16.11 - \$17.73	\$16.92
New hires, experienced:	\$16.85 - \$30.80	\$19.18
Experienced, 3 years with firm:	\$18.57 - \$37.44	\$23.97

## OTHER RELEVANT INFORMATION

## Hours Worked

**Almost All** (94%) employees worked full-time averaging 40 hours a week; a **few** (4%) worked part-time averaging 23 hours a week, and a **few** (2%) worked temporary/on-call averaging 10 hours a week.

## Unionization

**Some** (33%) firms, and a **few** (16%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, Antioch City Employees Union, and Association of Intermediate Employees.

## Gender

Male (78%), Female (22%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	53%	0%
Dental Insurance	60%	0%
Vision Insurance	33%	0%
Life Insurance	60%	0%
Paid Sick Leave	87%	0%
Paid Vacation	87%	0%
Retirement Plan	60%	0%
Child Care	0%	0%
Other	13%	0%
(Holidays and Training)		
percentage of employers offering employer-paid benefits		

## PROMOTIONAL OPPORTUNITIES

**Almost All** (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Hardware Support
- Micro Computer Coordinator
- Project Lead or Manager
- Technical Services Manager
- Senior Technician
- Operations Director
- Project Technician
- Supervisor or Manager

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 - 2002

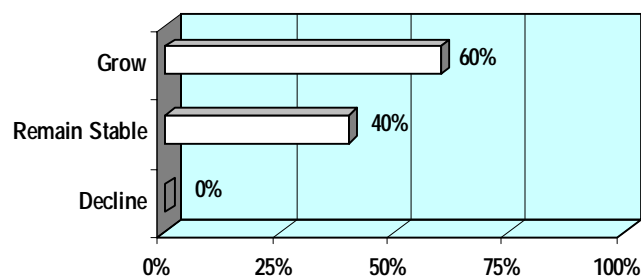
Occupation size: Small  
 Projected new jobs: 10  
 Openings due to separations: 10  
 Projected growth between 1995-2002 is slower than average, 7.1%.  
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (54%) vacancies filled over the last 12 months were due to new positions; **some** (31%) filled were due to employees leaving, and a **few** (14%) filled were due to promotions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (60%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (40%) expect it to remain stable.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- Internet

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Local Government
- Drug Stores and Proprietary Stores
- Newspapers Publishing and Printing
- Economic Development Agencies and Trade Commissions
- Computer and Computer Software Stores
- Computer Equipment and Software Distributors
- Marine Cargo Handling
- Crude Petroleum Pipelines
- Colleges, Community and Technical Institutes

## Related Dictionary of Occupational Titles (DOT) Code:

032.132-010, 032.262-010, 039.264-010

For more information, see COG #N/A

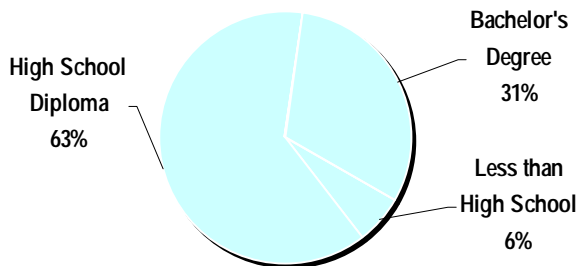
# CONSTRUCTION MANAGERS

16 Employers Represented

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Does not include general managers of large construction contracting firms. **OES Code: 150170**

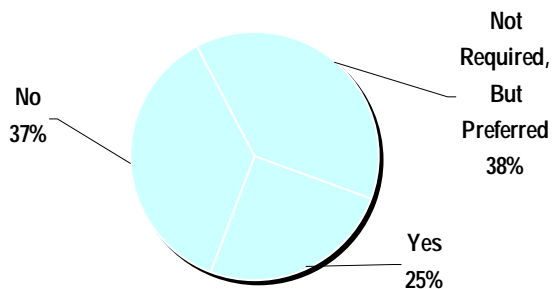
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



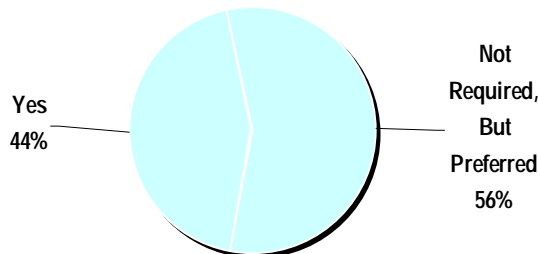
**Most** (63%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**Some** (25%) employers report that training is required prior to employment. **Some** (31%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 21 months Construction, Inspection, Tool and Machine Operations, Construction Management degree, or Real Estate Development.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Many** (44%) employers report that work experience is required. **Some** (36%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 34 months Construction, Management, Facilities Management, or Construction Project Management.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Knowledge of safe equipment operating procedures	2.6
Knowledge of OSHA standards	2.5
Ability to read blueprints	1.9

### Physical

Ability to stand continuously for 2 or more hours	2.4
Ability to work in inclement weather conditions	1.5

### Personal

Ability to work as part of a team	3.0
Organizational and time management skills	2.9
Ability to work under pressure	2.3
Ability to motivate others	2.1

### Basic

Ability to think logically	3.0
Ability to read and comprehend information quickly	2.9
Business math skills	2.4
Public contact skills	2.3

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Code knowledge, estimating, engineering, leadership management, scheduling, reading plans, accounting, equipment knowledge, contract negotiation, working knowledge of all aspects of the job, education, financial planning, success and timely completion of projects, organization, experience, and effectiveness.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Project management, personnel management, legal knowledge, contracts knowledge, estimating, proposals, and partnering.

### COMPUTER SKILLS SOUGHT:

**Most** (75%) employers seek word processing; **some** (25%) employers seek database; **almost all** (81%) employers seek spreadsheet; a **few** (6%) employers seek desktop publishing, and **some** (25%) employers seek other (e.g. Project Schedule). Employers report the following software applications are used: Word, Excel, Lotus 1,2,3, Access, and PowerPoint.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprentice Coordinators Association
- Diablo Valley College
- Los Medanos College
- Martinez Adult School
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$23.01	\$12.79
New hires, experienced:	\$11.99 - \$34.52	\$22.16
Experienced, 3 years with firm:	\$20.00 - \$38.36	\$28.61

"*Some* (38%) employers also pay bonuses to employees working in this occupation."

## OTHER RELEVANT INFORMATION

## Hours Worked

*Most* (70%) employees worked full-time averaging 44 hours a week; *some* (20%) worked part-time averaging 20 hours a week, and a *few* (10%) worked seasonal averaging 40 hours a week.

## Unionization

A *few* (13%) firms, and a *few* (11%) employees are union. Employers report affiliations with the following unions: Carpenters Union 152.

## Gender

Male (93%), Female (7%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	69%	6%
Dental Insurance	50%	6%
Vision Insurance	19%	6%
Life Insurance	56%	6%
Paid Sick Leave	69%	6%
Paid Vacation	88%	6%
Retirement Plan	19%	6%
Child Care	0%	0%
Other	6%	0%
(Profit Share)		
percentage of employers offering employer-paid benefits		

## PROMOTIONAL OPPORTUNITIES

*Most* (63%) employers report that they promote employees.

Responding employers listed the following positions as promotional opportunities:

- Construction Director
- Operations Manager
- Senior Project Manager
- Supervisor
- Lead Carpenter
- General Manager
- Vice President

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

Occupation size: Large  
 Projected new jobs: 292  
 Openings due to separations: 150  
 Projected growth between 1995-2002 is much faster than average, 32.2%.

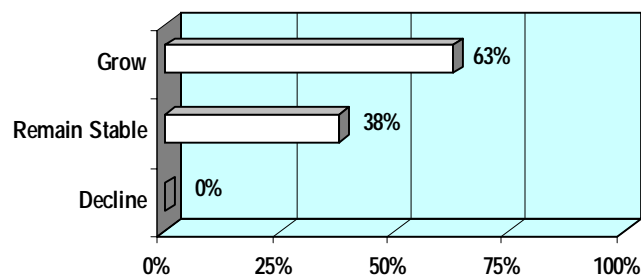
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is *very difficult* to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report *many* (45%) vacancies filled over the last 12 months were due to temporary/on-call positions; *some* (33%) filled were due to new positions; a *few* (15%) filled were due to employees leaving, and a *few* (8%) filled were due to promotions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



*Most* (63%) employers responding expect this occupation's employment to grow over the next 2 years, and *some* (38%) expect it to remain stable.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- In-house promotion or transfer
- Newspaper ads

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- General Single Family Houses
- General Residential Building
- General Non-Residential
- Carpentry Work
- Real Estate Agents and Managers
- Management Services
- Management Consulting Services

Related Dictionary of Occupational Titles (DOT) Code:

182.167-010, 182.167-014, 182.167-018, 182.167-026, 182.167-030  
 For more information, see COG #N/A

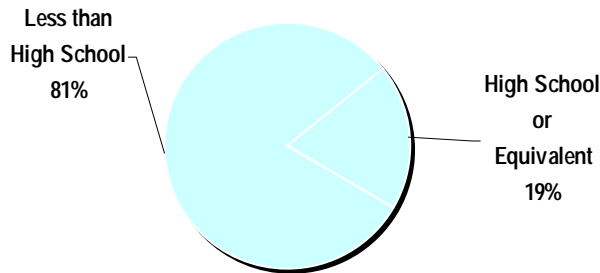
# COOKS - RESTAURANT

16 Employers Represented

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu. **OES Code: 650260**

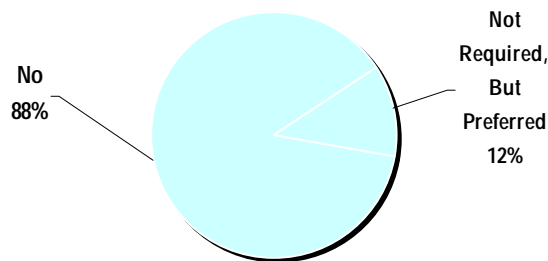
## EMPLOYER REQUIREMENTS

### EDUCATION



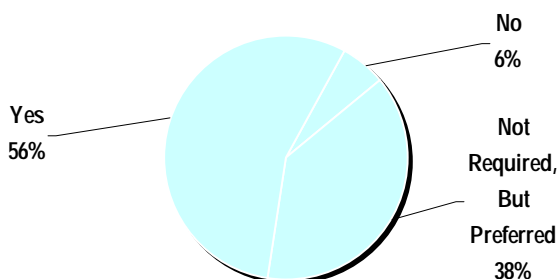
**Almost all** (81%) employers report that recent new hires have completed less than a High School Diploma or equivalent.

### TRAINING



**No** (0%) employers report that training is required prior to employment. **Most** (73%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

### EXPERIENCE



**Many** (56%) employers report that work experience is required. **Most** (71%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 9 months Dishwasher Culinary School, Prep Cook, Cook's Assistant, or Cooking.

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of motivation	38%
Lack of upgraded skills	31%
Lack of available positions	31%
Lack of training	0%

#### Training resources used to upgrade skills:

On-the-Job Training	75%
Community College	25%
Adult Education	19%
Workshops	13%
Apprenticeship	6%

#### Apprenticeship training program availability:

No	94%
Yes	6%

#### Type of employee found through a staffing service:

None of the Above	100%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Management skills, restaurant knowledge, three years experience, food knowledge, and professional training.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Quick learner, organized, and English language.

## COMPUTER SKILLS SOUGHT

None reported.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

**All** = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience	\$5.75 - \$ 8.00	\$ 7.50
New hires, experienced	\$7.00 - \$11.25	\$ 8.50
Experienced, 3 years with firm	\$8.00 - \$14.00	\$10.00

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	91%	39
Part-Time	9%	23
Temporary/On-Call	1%	40

## Unionization

Union firms	1 of 16	6%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	19	0	50	13	13	0
Dental	13	0	44	13	13	0
Vision	6	0	19	0	13	0
Life	6	0	25	6	0	0
Sick	31	0	6	6	0	0
Vacation	69	6	13	6	0	0
Retirement	6	0	25	19	0	0
Child Care	0	0	0	0	0	0
Other	6	0	6	0	0	0
(Golf privileges)						

## PROMOTIONAL OPPORTUNITIES

A *few* (14%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Chef/Cook
- Kitchen Manager/Assistant Kitchen Manager
- Head Baker
- Sous Chef/Assistant Chef
- Line Cook
- Head Cook/Lead Cook

Related **Dictionary of Occupational Titles (DOT) Code:**

313.131-014, 313.131-026, 313.361-014

For more information, see COG #93, 366

## EMPLOYMENT TRENDS

Occupation size: Large  
 Projected new jobs: 340  
 Openings due to separations: 430  
 Gender: 88% Male 12% Female  
 Projected growth between 1997 – 2004 is average, 17.2%  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

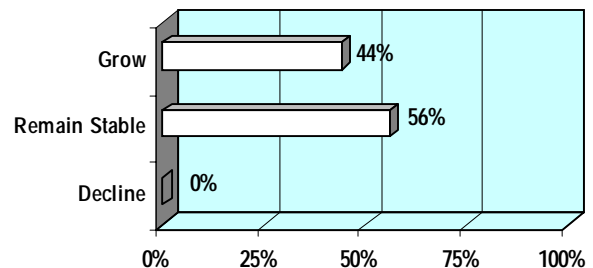
## Annual Turnover

Employers responding to the survey report a (36%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 79%  
 New Positions ..... 5%  
 Promotions ..... 16%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referrals
- In-house promotion or transfer
- Newspaper ads
- Walk-in applicants

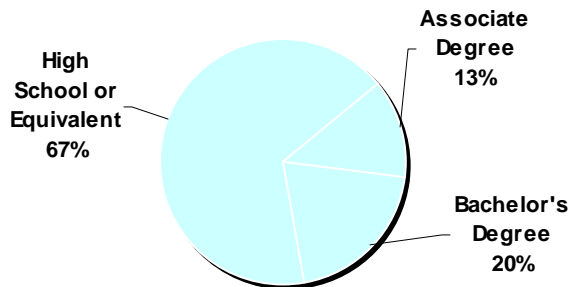
## WHERE THE JOBS ARE

- Golf Courses, Public
- Hotels and Motels
- Restaurants, Caterers & Eating Places
- Sports & Recreation Clubs, Membership

Cost Estimators prepare cost estimates for manufacturing of products, construction projects, or services to aid management in bidding on or determining price of products or services. They may specialize according to a particular service performed or product produced. **OES Code: 219020**

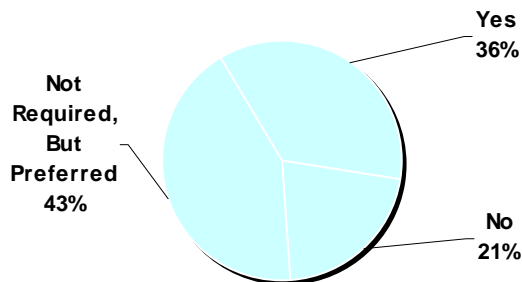
## EMPLOYER REQUIREMENTS

### EDUCATION



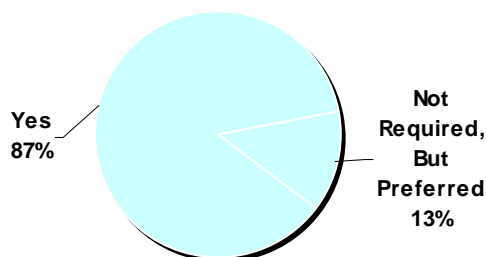
**Most** (67%) employers require a High School Diploma.

### TRAINING



**Some** (36%) employers report that training is required prior to employment. **Type of training required:** An average of 29 months Construction/Engineering Degree, Computers, Employment history in field, Print Estimating, Structural Engineering, Knowledge of Fire Codes, Estimating Training and Field Experience. **Many** (47%) employers report that an average of 10 months of training is accepted as a substitute for experience.

### EXPERIENCE



**Almost all** (87%) employers report that work experience averaging 25 months is required. **Many** (58%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 36 months Construction, Contractors, Engineering, Carpentry, Field or Office experience.

## SKILL SETS

### New Skills

Computer, people skills, estimating and math.

### Important Skills for Career Advancement

Management, computers, ability to read plans, knowledge of business and math skills, people skills, accuracy, detail, understanding of the work, implementation, science and organizational skills.

(Soft Skills: integrity, common sense, ambition, desire, motivation, reliability, maturity and honesty.)

### \*Computer Skills

Word Processing	50%
Spreadsheet	79%
Database	71%
Desktop Publishing	14%
Other	29%

(Pathways, Ultramate, Print Estimating Program, CPM, Construction Project Management)

\*Based on employers responding to this question.

### Skill Shortages

Competent people, and computer skills.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%



## WAGES AND BENEFITS

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$15.34 - \$28.77	\$19.18
Experienced, 3 years with firm:	\$18.75 - \$38.00	\$26.85

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	96%	41
Part-Time	4%	26
Temporary/ On Call	0%	0
Seasonal	0%	0

Shifts: *All* (100%) employers reported Day.

## Unionization

Union firms: A *few* (7%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	67	0	33	0	0	0
Dental	47	0	27	0	13	0
Vision	33	0	33	0	13	0
Life	20	0	13	0	13	0
Sick	67	0	13	0	0	0
Vacation	87	0	7	0	0	0
Retirement	33	0	20	0	27	0
Child Care	0	0	7	0	13	0
Other	0	0	13	0	0	0
401 K						

## PROMOTIONAL OPPORTUNITIES

*Most* (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Estimator
- Manager
- Shareholder
- Project Manager
- General Manager

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
169.267-038 221.362-018 221.367-014 221.482-014

For more information, see COG #N/A

## EMPLOYMENT TRENDS

Occupation size: Medium  
Projected new jobs: 130  
Openings due to separations: 40  
Gender: 91% Male 9% Female  
Projected growth between 1997 – 2004 is much faster than average, 28.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

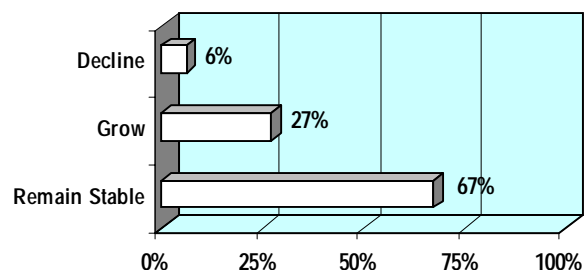
## Annual Turnover

Employers responding to the survey report a (8%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	30%
New Positions .....	60%
Promotions .....	10%
Temporary .....	0%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- In-House Promotion or Transfer
- Employee Referral
- Newspaper Ads

## WHERE THE JOBS ARE

- Contractors, Concrete Work
- Contractors, Electrical Work
- Contractors, Excavation Work
- Contractors, General, Single-Family Residential
- Contractors, General, Other Non Residential Buildings
- Contractors, Highway and Street Construction



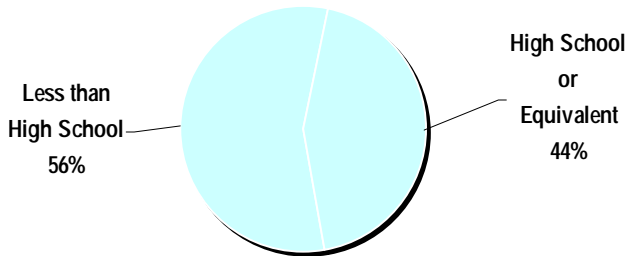
# COUNTER ATTENDANTS

16 Employers Represented

Lunchroom, Coffee Shop or Cafeteria Counter Attendants serve food to diners at a counter or from a steam table. Does not include Counter Attendants who also wait tables. **OES Code: 650170**

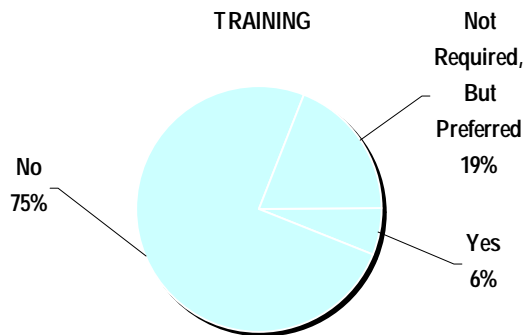
## EMPLOYER REQUIREMENTS

### EDUCATION



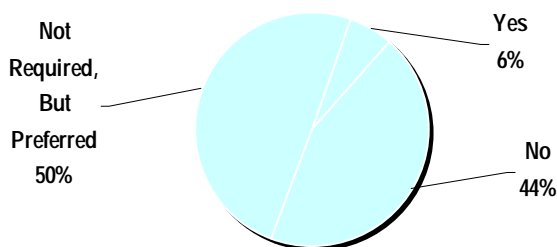
**Many** (56%) employers report that recent new hires have completed less than a High School Diploma or equivalent.

### TRAINING



A **few** (6%) employers report that training is required prior to employment. **Most** (67%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 3 months Customer Service, or Food & Cash Handling.

### EXPERIENCE



A **few** (6%) employers report that work experience is required. **Most** (67%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 10 months Waiter/Waitress, Hospitality/Service, any Food Service Occupation, or Customer Service.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of motivation	60%
Lack of available positions	27%
Lack of training	7%
Lack of upgraded skills	0%

#### Training resources used to upgrade skills:

On-the-Job Training	93%
Community College	20%
Workshops	20%
Adult Education	0%
Apprenticeship	0%

#### Apprenticeship training program availability:

No	87%
Yes	13%

#### Type of employee found through a staffing service:

None of the Above	87%
Temporary	13%
Temporary-to-Permanent	13%
Project	0%
Seasonal	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Customer service, good attitude, management, leadership, attendance, people skills, clean, accuracy, dependability, work independently, marketing, merchandising, friendly, and quick learner.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Customer service, inventory, count money, make change, personality, food safety, and general computer knowledge.

## COMPUTER SKILLS SOUGHT: (5 of 16 firms responding)

Word Processing	80%
Spreadsheet	80%
Desktop	40%
Other	40%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$5.75 – \$10.00	\$ 6.00
New hires, experienced:	\$5.75 – \$10.00	\$ 7.00
Experienced, 3 years with firm:	\$5.75 - \$12.12	\$ 8.00

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$8.45 – \$10.04	\$ 9.20
New hires, experienced:	\$8.45 – \$10.04	\$ 9.20
Experienced, 3 years with firm:	\$8.83 - \$12.20	\$11.15

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	17%	40
Part-Time	52%	24
Temporary/On-Call	30%	10
Seasonal	2%	40

## Unionization

Union Firms	4 of 16	25%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	31	13	38	25	6	6
Dental	31	19	31	19	0	0
Vision	25	13	13	13	6	6
Life	19	13	13	6	6	6
Sick	44	38	6	0	0	0
Vacation	63	44	6	0	0	0
Retirement	19	13	13	19	13	6
Child Care	0	0	0	0	0	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

**Almost all** (88%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Assistant Manager
- Cashier
- Shift leader
- Cook
- Food Service Coordinator
- Assistant Manager

Related **Dictionary of Occupational Titles (DOT) Code:**  
311.677- 014, 311.477-014

For more information, see COG #NA

## EMPLOYMENT TRENDS

Occupation size: Large  
 Projected new jobs: 110  
 Openings due to separations: 750  
 Gender: 13% Male 87%Female  
 Projected growth between 1997 – 2004 is slower than average, 11.5% (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

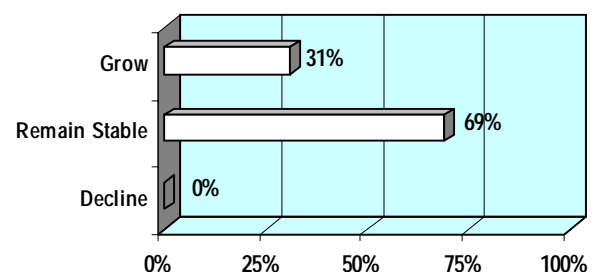
## Annual Turnover

Employers responding to the survey report a (19%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	44%
New Positions.....	13%
Promotions .....	21%
Temporary.....	21%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referrals
- Walk-in applicants
- Newspaper ads

## WHERE THE JOBS ARE

- Amusement & Recreation Services, N.E.C.
- Department Stores
- Golf Courses, Public
- Grocery Stores
- Restaurants, Caterers, & Eating Places
- Retail Bakeries
- Schools, Elementary & Secondary

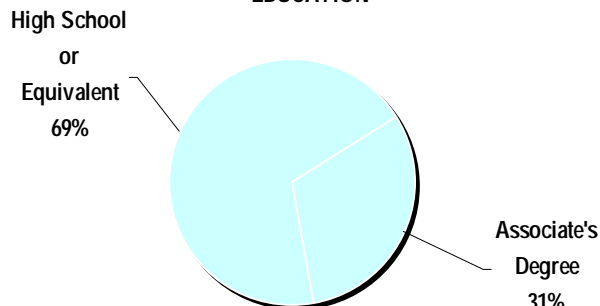
# DATA PROCESSING EQUIPMENT REPAIRERS

13 Employers Represented

Data Processing Equipment repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Does not include Non-Data Processing Equipment Repairers. **OES Code: 857050**

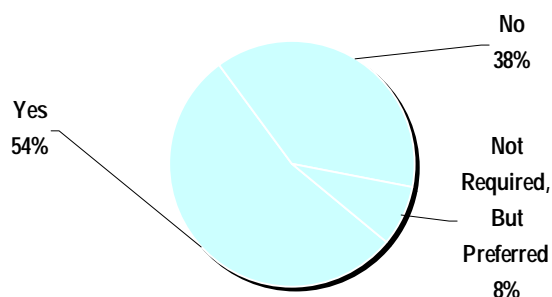
## EMPLOYER REQUIREMENTS

### EDUCATION



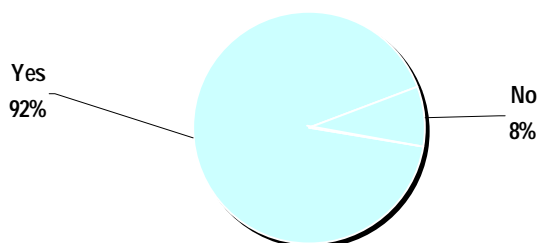
**Most** (69%) employers report that recent new hires have completed their High School Diploma or equivalent.

### TRAINING



**Many** (54%) employers report that training is required prior to employment. **Many** (42%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 9 months Apple Technician Certification, College Degree, Technical Training/School, MSCE, or On-the-Job Training.

### EXPERIENCE



**Almost all** (92%) employers report that work experience is required. **Some** (36%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 28 months Sales, Network Administration, Senior Network Systems Engineer, or Information Systems Technician.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of upgraded skills	33%
Lack of motivation	33%
Lack of available positions	17%
Lack of training	8%

#### Training resources used to upgrade skills:

On-the-Job Training	67%
Workshops	25%
Apprenticeship	8%
Adult Education	0%
Other	25%

#### Apprenticeship training program availability:

No	69%
Yes	15%

#### Type of employee found through a staffing service:

None of the Above	58%
Temporary	25%
Project	8%
All of the Above	8%
Seasonal	0%
Temporary-to-Permanent	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

People skills, customer service, trouble shooting, consultation, computer repair – MSCE, and Novel.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Customer relations, networking knowledge, organization, A+ Certification, Compaq H-P Certification, and knowledge of constantly changing technology.

#### COMPUTER SKILLS SOUGHT: (10 of 13 firms responding)

Word Processing	70%
Spreadsheet	70%
Database	70%
Desktop Publishing	40%
Other	60%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$ 8.00	\$ 8.00
New hires, experienced:	\$10.00 - \$25.00	\$16.78
Experienced, 3 years with firm:	\$15.00 - \$35.96	\$22.63

## Hours Worked

	% of Employees	Weekly Hours
Full-time	84%	43
Part-Time	13%	17
Temporary/On-Call	3%	6

## Unionization

Union firms:	1 of 12	8%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	31	0	54	0	0	0
Dental	23	0	46	0	0	0
Vision	15	0	8	0	0	0
Life	15	0	0	0	0	0
Sick	46	0	8	0	8	0
Vacation	69	0	8	0	8	0
Retirement	23	0	15	0	0	0
Child Care	0	0	0	0	8	0
Other	8	0	0	0	0	0
(Unemployment )						

## PROMOTIONAL OPPORTUNITIES

**Most** (62%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Technician
- Lead Engineer
- Service manager
- Outside technician
- Consultant
- Programmer
- Senior Systems Analyst
- Senior Technical Specialist

Related **Dictionary of Occupational Titles (DOT) Code:**  
663.261-010, 828.261-022

For more information, see COG #152, 34, 60, 222

## EMPLOYMENT TRENDS

Occupation size: Small  
 Projected new jobs: 20  
 Openings due to separations: 10  
 Gender: 81% Male 19% Female  
 Projected growth between 1997 – 2004 is faster than average, 22.2%  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: **Not difficult**. Supply of qualified applicants is considerably greater than demand.

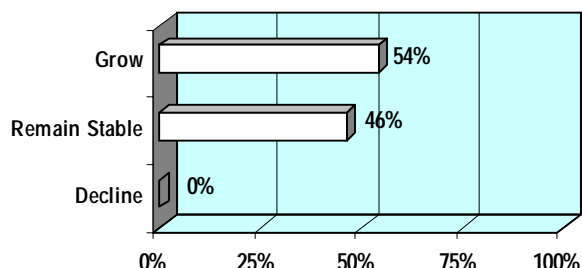
## Annual Turnover

Employers responding to the survey report a (20%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 50%  
 New Positions ..... 40%  
 Promotions ..... 10%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- Internet

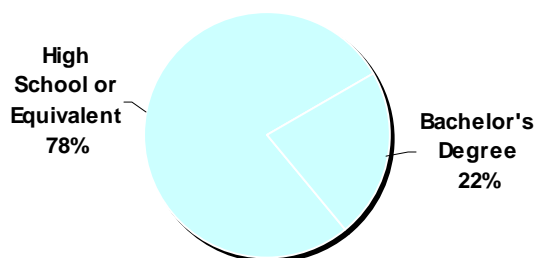
## WHERE THE JOBS ARE

- Business Consulting Services, N.E.C.
- Computer & Computer Software Stores
- Computer Maintenance & Repair
- Computer Related Services, N.E.C.
- Miscellaneous Retail Stores
- Radio, Television & Consumer Electronics Stores

Demonstrators and Promoters demonstrate merchandise and answer questions for the purpose of creating public interest in buying the product. May sell demonstrated merchandise. OES Code: 490340

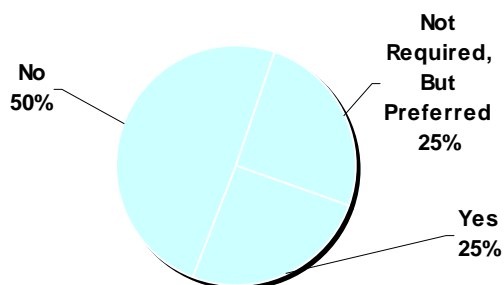
## EMPLOYER REQUIREMENTS

### EDUCATION



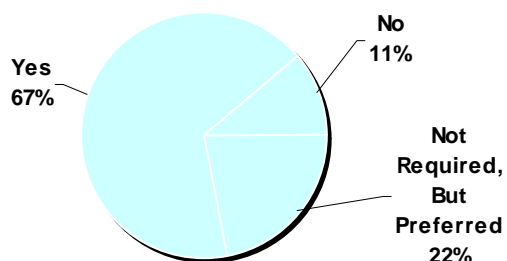
**Most** (78%) employers require a High School Diploma.

### TRAINING



**Some** (25%) employers report that training is required prior to employment. **Type of training required:** An average of 5 months computer literate. **Some** (38%) employers report that an average of 5 months training is accepted as a substitute for experience.

### EXPERIENCE



**Most** (67%) employers report that work experience averaging 30 months is required. **Almost all** (86%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 37 months Customer Service, Retail Sales, Teaching and General Sales.

## SKILL SETS

### New Skills

Communication, personable and knowledge of education issues.

### Important Skills for Career Advancement

Composition, computer, communication, leadership, administrative, sales and management skills.

### \*Computer Skills

Word Processing	78%
Spreadsheet	67%
Database	67%
Desktop Publishing	22%
Other	44%

(Peachtree, Quickbooks, Adobe Illustrator, Filemaker Pro)

\*Based on employers responding to this question.

### Skill Shortages

Computer skills, sales skills and discovering customer needs.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## WAGES AND BENEFITS

## WAGES

## Non-Union

	Range	Median
New hires, no experience:	\$14.38 - \$19.18	\$17.26
New hires, experienced:	\$ 9.00 - \$23.97	\$17.26
Experienced, 3 years with firm:	\$11.99 - \$28.77	\$19.66

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	100%	40
Part-Time	0%	0
Temporary/On Call	0%	0
Seasonal	0%	0

Shifts: *All* (100%) employers reported Day.

## Unionization

Union firms: None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	67	0	22	0	0	0
Dental	56	0	22	0	0	0
Vision	56	0	11	0	0	0
Life	67	0	11	0	0	0
Sick	89	0	0	0	0	0
Vacation	89	0	0	0	0	0
Retirement	33	0	22	0	11	0
Child Care	0	0	0	0	11	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

*Most* (67%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Sales Manager
- Division Manager
- Key Account Sales
- Consultant Manager

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 297.354-010

For more information, see COG #510

## EMPLOYMENT TRENDS

Occupation size: Small  
 Projected new jobs: 60  
 Openings due to separations: 50  
 Gender: 60% Male 40% Female  
 Projected growth between 1997 – 2004 is much faster than average, 27.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

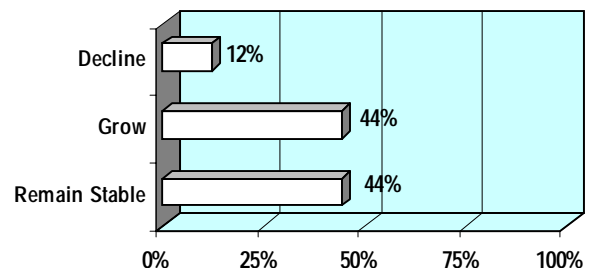
## Annual Turnover

Employers responding to the survey report a (13%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	12%
New Positions .....	76%
Promotions .....	12%
Temporary .....	0%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Internet

## WHERE THE JOBS ARE

- Book Publishing & Printing
- Business Services, N.E.C.
- Candy & Other Confectionery Products, Wholesale
- Mattresses & Bedsprings
- Nondurable Goods, Wholesale, N.E.C.
- Software Development, Custom
- Trimmings, Apparel Findings & Related Products

# DENTAL ASSISTANTS

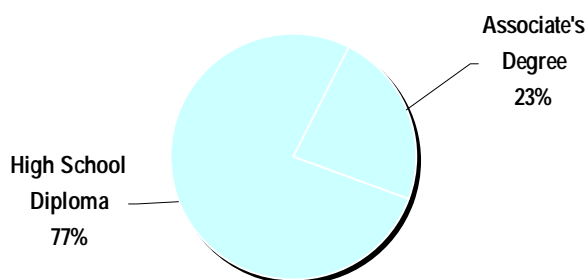
22 Employers Represented

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

OES Code: 660020

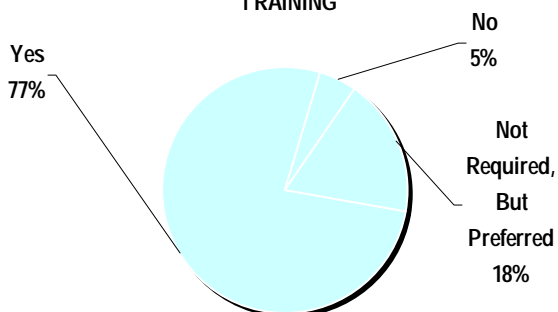
## EMPLOYER REQUIREMENTS

### EDUCATION



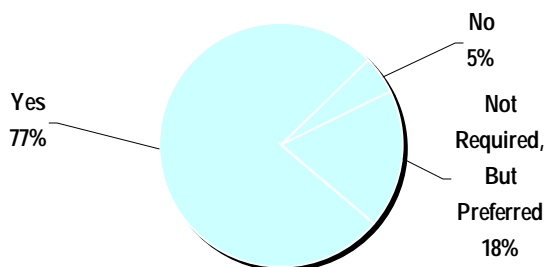
**Most** (77%) employers report that recent new hires have completed their High School Diploma or equivalent.

### TRAINING



**Most** (77%) employers report that training is required prior to employment. **Many** (48%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 11 months Dental Assistant School, Registered Dental Assistant License, or Internship.

### EXPERIENCE



**Most** (77%) employers report that work experience is required. **Some** (35%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 15 months Medical, Front Desk, Secretary, Hygienist, Receptionist, or Insurance.

Workforce Development questions were rated as follows:

### The most prevalent obstacle to promotion:

Lack of available positions	50%
Lack of motivation	32%
Lack of training	0%
Lack of upgraded skills	5%

### Training resources used to upgrade skills:

Adult Education	32%
On-the-Job Training	32%
Workshops	27%
Community College	14%
Apprenticeship	9%

### Apprenticeship training program availability:

No	68%
Yes	27%

### Type of employee found through a staffing service:

Temporary	73%
Temporary-to-Permanent	18%
None of the Above	23%
Project	0%
Seasonal	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Work experience, social skills, RDA license, professionalism, hard working, caring, extended functions, and insurance experience.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

X-ray license, insurance billing, implants, and coronal polishing.

## COMPUTER SKILLS SOUGHT: (6 of 22 firms responding)

Word Processing	50%
Spreadsheet	17%
Database	33%
Desktop Publishing	17%
Other	50%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.00 - \$13.00	\$12.00
New hires, experienced:	\$12.00 - \$17.00	\$14.00
Experienced, 3 years with firm:	\$14.00 - \$21.00	\$17.00

## Hours Worked

	<u>% of Employees</u>	<u>Weekly Hours</u>
Full-Time	66%	38
Part-Time	30%	22
Temporary/On-Call	4%	3

## Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	45	0	23	0	5	5
Dental	59	5	9	5	0	0
Vision	0	0	5	0	5	0
Life	0	0	0	0	0	0
Sick	73	14	0	0	5	5
Vacation	86	14	0	5	5	0
Retirement	55	5	23	0	5	5
Child Care	0	0	0	0	5	5
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

**Some** (32%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Clinical Supervisor
- Office manager
- Extended Function Dental Assistant
- Receptionist
- Clinical Staff Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**  
079.361-018

For more information, see COG #27, 405, 485

## EMPLOYMENT TRENDS

Occupation size: Large  
Projected new jobs: 230  
Openings due to separations: 120

Gender: 0% Male 100% Female

Projected growth between 1997 – 2004 is faster than average, 20.7%.

(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Moderately difficult.** Employer demand is somewhat greater than the supply of qualified applicants.

## Annual Turnover

Employers responding to the survey report a (31%) annual turnover rate.

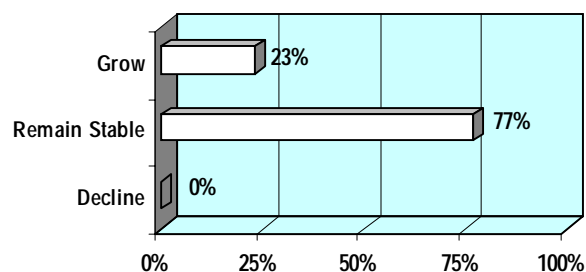
## Percentage of New Hires in the Last Year

Employees Leaving ..... 74%

New Positions ..... 21%

Promotions ..... 5%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- School, program referrals

## WHERE THE JOBS ARE

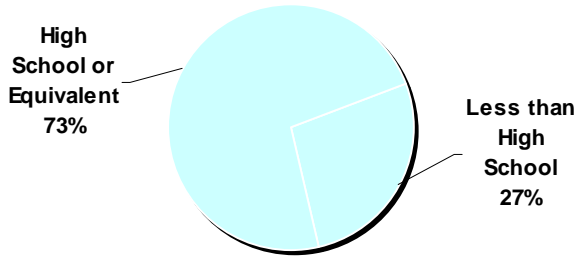
- Dentists, Offices & Clinics



Drywall Installers apply plasterboard or other wallboard to ceiling and interior walls of buildings. OES Code: 871080

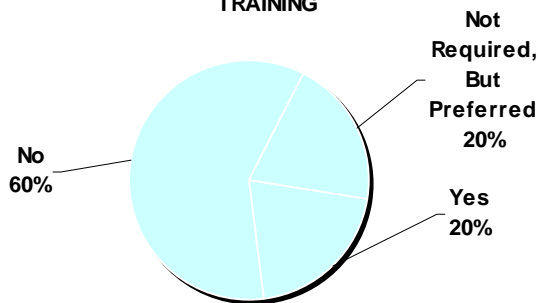
## EMPLOYER REQUIREMENTS

### EDUCATION



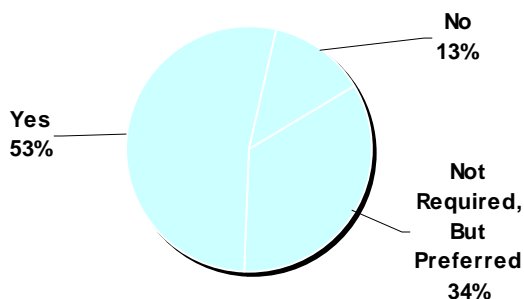
**Most** (73%) employers require a High School Diploma.

### TRAINING



**Some** (20%) employers report that training is required prior to employment. **Type of training required:** An average of 25 months Apprenticeship Drywall, On the job, Reading, Writing and Arithmetic. **Some** (38%) employers report that an average of 22 months of training is accepted as a substitute for experience.

### EXPERIENCE



**Many** (53%) employers report that work experience averaging 29 months is required. **No** (0%) employers report that experience in other occupations is accepted.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## SKILL SETS

### New Skills

Some construction, blue print reading, written communication, good problem solving and common sense.

### Important Skills for Career Advancement

Reading plans, taping and hanging, sheetrock, some construction, reliable, hard working, math, supervision, verbal, common sense, mechanical skills, following directions, knowledge and experience.

### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

English language, training in basic union/OSHA directives and reliability.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

## WAGES AND BENEFITS

## WAGES

**Non-Union**

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$12.00 - \$25.00	\$20.00
Experienced, 3 years with firm:	\$18.00 - \$30.00	\$25.00

**Union**

	Range	Median
New hires, no experience:	\$11.31 - \$32.00	\$16.20
New hires, experienced:	\$18.31 - \$32.00	\$29.00
Experienced, 3 years with firm:	\$26.55 - \$32.00	\$31.00

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	88%	40
Part-Time	0%	0
Temporary/On Call	2%	37
Seasonal	10%	27

**Shifts:** All (100%) employers reported Day, and a *few* (7%) reported Graveyard.

## Unionization

Union firms: *Some* (33%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	36	0	7	0	0	0
Dental	21	0	7	0	0	0
Vision	21	0	7	0	0	0
Life	14	0	0	0	7	0
Sick	14	0	0	0	0	0
Vacation	21	0	0	0	7	0
Retirement	29	0	0	0	0	0
Child Care	7	0	0	0	0	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

*Some* (33%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Superintendent
- Foreman
- Project Superintendent

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:

842.361-030 842.684-014 869.684-050

For more information, see COG #524

## EMPLOYMENT TRENDS

Occupation size: Small  
 Projected new jobs: 80  
 Openings due to separations: 30  
 Gender: 98% Male 2% Female  
 Projected growth between 1997 – 2004 is much faster than average, 24.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

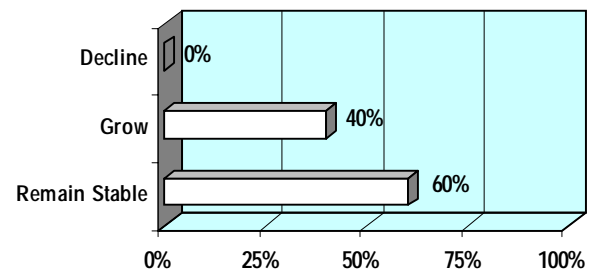
## Annual Turnover

Employers responding to the survey report a (2%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 8%  
 New Positions ..... 19%  
 Promotions ..... 8%  
 Temporary ..... 65%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Walk-In Applicants
- Union Hall Referrals

## WHERE THE JOBS ARE

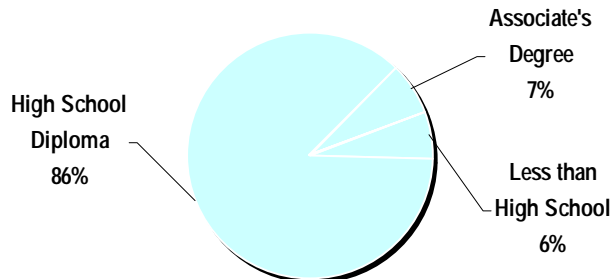
- Contractors, Plastering, Drywall, Acoustical and Insulation
- Contractors, General, Industrial Buildings and Warehouses

## ELECTRIC HOME APPLIANCE AND POWER TOOL REPAIRERS 15 Employers Represented

Electric Home Appliance and Power Tool Repairers repair, adjust, and install all types of electric household appliances, such as refrigerators, washing machines, dishwashers, vacuum cleaners, room air conditioners, and small appliances, including toasters, mixers, and food processors. Include repairers of electrical hand and bench tools, such as lathes, drills, saws, grinders, and polishers. **OES Code: 857110**

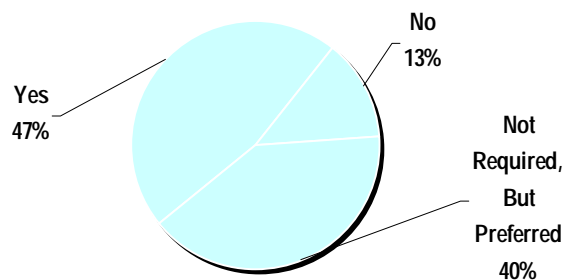
### EDUCATION, TRAINING AND EXPERIENCE

#### EDUCATION REQUIRED



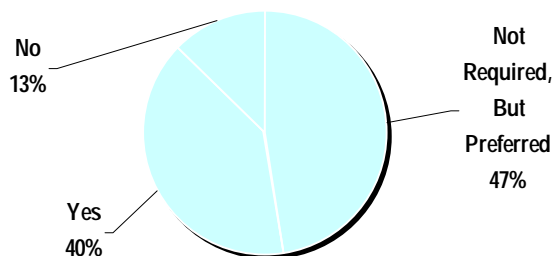
**Almost All** (86%) employers report that when hiring, the minimum education required is a High School Diploma.

#### TRAINING REQUIRED



**Many** (47%) employers report that training is required prior to employment. **Many** (54%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 8 months Electrical and Appliance Mechanic, Appliance Repair, Sealed System Certification, Vocational Training, Technician or Electrician, Factory Training, Electric and Mechanical Repair, and an Associates Degree.

#### PREVIOUS WORK EXPERIENCE REQUIRED



**Many** (40%) employers report that work experience is required. **Some** (38%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 11 months Electrician, Electronic Mechanic, Technician, Auto Mechanic, Plumber, and General Mechanical Repair.

### OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Ability to operate circuit test equipment	3.0
Ability to operate power hand tools	2.9
Ability to read schematics	2.9
Possession of a valid driver's license	2.9

#### Physical

Good hand-eye coordination	3.0
Ability to lift at least 50 pounds, repeatedly	2.9

#### Personal

Customer service skills	3.0
Ability to work independently	3.0
Ability to work under pressure	2.9

#### Basic

Ability to read and follow instructions	3.0
Oral communication skills	3.0
Basic math skills	2.9

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Customer service, management, supervision, computer, factory training, and additional education.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer, communication, technical training, new appliance repair, personality, reading, writing, arithmetic, and using research tools.

### COMPUTER SKILLS SOUGHT:

A **few** (6%) employers seek word processing; a **few** (6%) employers seek database; a **few** (6%) employers seek spreadsheet, and **some** (20%) employers seek other (e.g. In-house System).

Employers report the following software applications are used: Word, Excel, and Access.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Los Medanos College
- 

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

*Non-Union*

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$15.00	\$ 7.00
New hires, experienced:	\$ 6.50 - \$15.00	\$ 9.00
Experienced, 3 years with firm:	\$ 8.50 - \$20.00	\$12.00

## OTHER RELEVANT INFORMATION

## Hours Worked

**Almost All** (96%) employees worked full-time averaging 40 hours a week, and a **few** (4%) worked part-time averaging 23 hours a week.

## Unionization

**No** (0%) firms, and **no** (0%) employees are union.

## Gender

Male (95%), Female (5%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	20%	0%
Dental Insurance	13%	0%
Vision Insurance	0%	0%
Life Insurance	13%	0%
Paid Sick Leave	27%	0%
Paid Vacation	60%	0%
Retirement Plan	20%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

**Many** (40%) employers report that they promote employees.

Responding employers listed the following positions as promotional opportunities:

- Lead Technician
- Senior Technician
- Technician Manager
- Journey-person
- Supervisor

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

Occupation size: Small

Projected new jobs: 20

Openings due to separations: 10

Projected growth between 1995-2002 is faster than average, 28.6%.

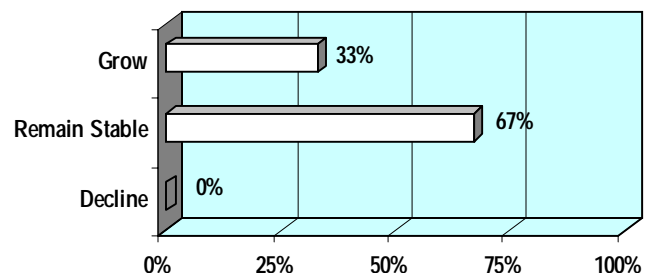
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (55%) vacancies filled over the last 12 months were due to employees leaving; **some** (23%) filled were due to new positions; a **few** (19%) filled were due to promotions, and a **few** (3%) filled were due to temporary/on-call positions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Department Stores
- Appliance Stores, Household
- Electrical and Electronic Repair Shops, N.E.C
- Carpet and Upholstery Cleaning
- Repair Shops and Related Services, N.E.C.

Related Dictionary of Occupational Titles (DOT) Code:

637.261-010, 723.381-010, 723.584-010, 729.281-022, 827.261-014

For more information, see COG #101

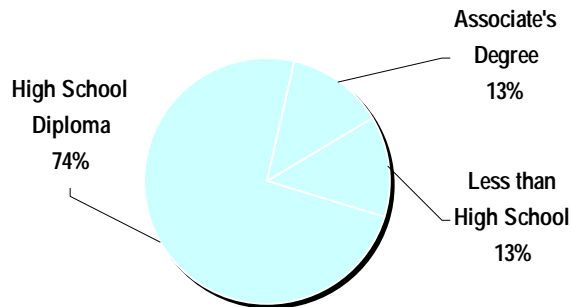
# ELECTRICAL AND ELECTRONIC ASSEMBLERS

15 Employers Represented

Electrical and Electronic Assemblers include assemblers who perform work at a level not requiring a high degree of precision. The occupation includes such occupations as Electronic Wires, Armature Connectors, Electric Motor Winders, Skein Winders, Carbon Brush Assemblers, Battery and Battery Parts Assemblers, Electric Sign Assemblers, and Electrical and Electronic Subassemblers. **OES Code: 939050**

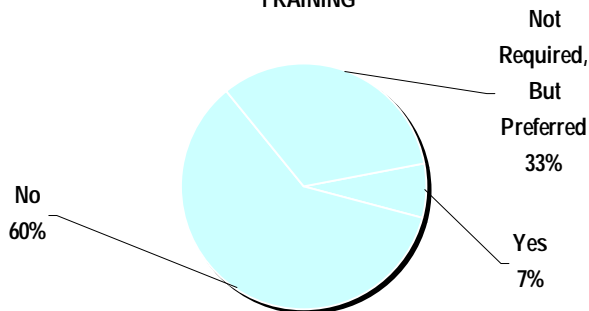
## EMPLOYER REQUIREMENTS

### EDUCATION



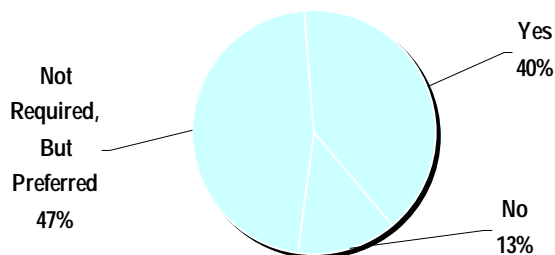
**Most** (74%) employers report that recent new hires have completed their High School Diploma or equivalent.

### TRAINING



A **few** (7%) employers report that training is required prior to employment. **Most** (77%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 17 months Specialized Electronics or Assembly class.

### EXPERIENCE



**Many** (40%) employers report that work experience is required. **Some** (30%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 12 months Component/Frame Assembly, or Manufacturing Environment.

Workforce Development questions were rated as follows:

### The most prevalent obstacle to promotion:

Lack of available positions	47%
Lack of training	27%
Lack of upgraded skills	13%
Lack of motivation	13%

### Training resources used to upgrade skills:

On-the-Job Training	73%
Community College	33%
Adult Education	13%
Apprenticeship	7%
Workshops	0%

### Apprenticeship training program availability:

No	87%
Yes	13%

### Type of employee found through a staffing service:

None of the Above	47%
Temporary-to-Permanent	40%
Temporary	27%
Seasonal	0%
Project	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Technical and broad product knowledge, trouble shooting, group leadership, read wiring diagrams, assembly knowledge, electronic training, AA in electronics, and ability to follow instructions.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Tools appropriate for each task.

### COMPUTER SKILLS SOUGHT: (5 of 15 firms responding)

Word Processing	20%
Spreadsheet	40%
Database	40%
Other	80%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.50 - \$11.03	\$ 9.00
New hires, experienced:	\$ 7.50 - \$14.50	\$10.00
Experienced, 3 years with firm:	\$ 9.00 - \$17.00	\$13.00

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	89%	40
Part-Time	8%	24
Temporary/On-Call	3%	40

## Unionization

Union firms	1 of 14	7%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	20	0	67	0	0	0
Dental	20	0	53	0	0	0
Vision	7	0	40	0	0	0
Life	27	0	13	0	20	0
Sick	47	0	20	0	0	0
Vacation	80	7	7	0	0	0
Retirement	40	0	20	0	20	0
Child Care	0	0	0	0	7	0
Other	0	0	7	0	7	0
(ESPP, 401k)						

## PROMOTIONAL OPPORTUNITIES

**Most** (60%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Assembly Technician
- Electronic Technician
- Foreperson
- Lead Position
- Leadman Assembler
- Supervisor
- Technician
- Tester

Related **Dictionary of Occupational Titles (DOT) Code:**

720.281-010, 720.281-018, 726.381-014, 729.281-010, 823.361-010

For more information, see COG#47, 34

## EMPLOYMENT TRENDS

Occupation size: Small  
 Projected new jobs: 10  
 Openings due to separations: 20  
 Gender: 38% Male 62% Female  
 Projected growth between 1997 – 2004 is slower than average, 6.7%  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

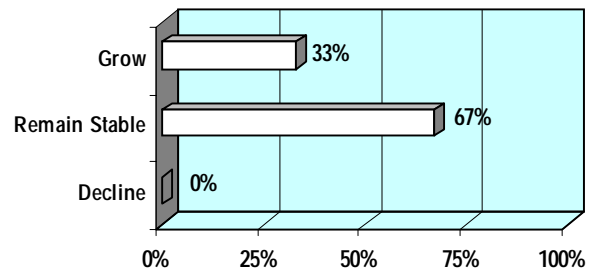
## Annual Turnover

Employers responding to the survey report a (19%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 34%  
 New Positions ..... 45%  
 Promotions ..... 14%  
 Temporary ..... 8%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- Employment Development Department

## WHERE THE JOBS ARE

- Electrical & Electronic Repair Shops, N.E.C.
- Electrical Equipment & Wiring Supplies, Wholesale
- Industrial Instruments, Process Control & Related Products
- Lighting Fixtures, Commercial, Industrial & Institutional Electric
- Printed Circuit Boards
- Radio & TV Broadcasting & Communications Equipment
- Signs & Advertising Specialties
- Surgical & Medical Instruments & Apparatus
- Transformers, Power, Distribution & Specialty

# ELECTRICAL AND ELECTRONIC ENGINEERING TECHNICIANS AND TECHNOLOGISTS

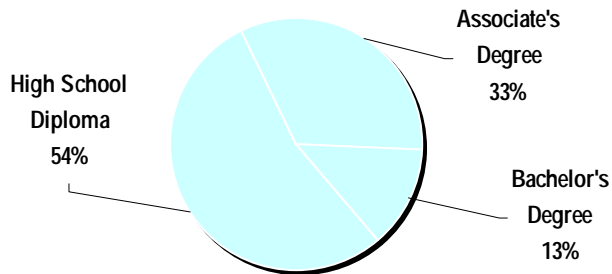
15 Employers Represented

Electrical and Electronic Engineering Technicians and Technologists apply electrical and electronic theory and related knowledge to design, build, test, repair, and modify developmental, experimental, or production electrical equipment in industrial or commercial plants for subsequent use by engineering personnel in making engineering design and evaluation decisions. Does not include workers who only repair electronic equipment.

OES Code: 225050

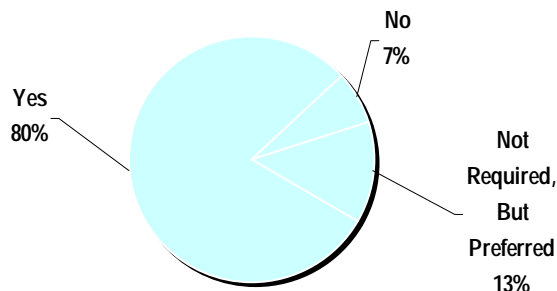
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



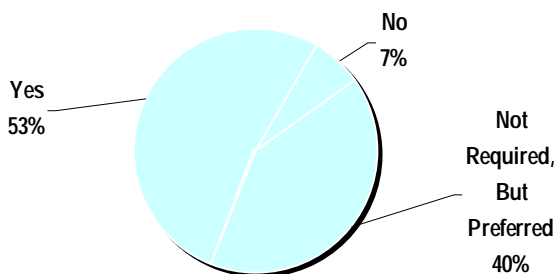
**Many** (54%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**Almost all** (80%) employers report that training is required prior to employment. **Many** (43%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 18 months Technical or Vocational, an Electronic Engineering degree, Programming or Electrical and Electronic Theory College Courses, Electronics Repair, Electronics Certification, Analog and Digital, or On-The-Job training.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Many** (53%) employers report that work experience is required. **Many** (42%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months HVAC, Engineering, Test Technician, or Manufacturing.

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Ability to apply principles of electrical and electronic theory	2.9
Ability to operate electrical and electronics testing equipment	2.8
Ability to read schematics	2.8
CAD drafting skills	2.3

### Physical

Ability to stand for prolonged periods of time	2.0
--	-----

### Personal

Ability to work as part of a team	2.8
Oral communication skills	2.8

### Basic

Detail oriented	2.9
-----------------	-----

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Technical knowledge, Bachelor's degree, high-tech systems, design and development expertise, management skills, team player, flexibility, communication, leadership, electrical knowledge, documentation and personnel management, technical advancement experience, ability to run a job site, and on-the-job training.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Communication, construction, engineering, continued training, knowledge of oscilloscopes and other lab equipment, business development, and knowledge of the job.

### COMPUTER SKILLS SOUGHT:

**Many** (53%) employers seek word processing; **many** (47%) employers seek database; **most** (60%) employers seek spreadsheet; a **few** (13%) employers seek desktop publishing, and **some** (33%) employers seek other (e.g. company designed software).

Employers report the following software applications are used: Word, Excel, and Access.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999



# ELECTRICAL AND ELECTRONIC ENGINEERING TECHNICIANS AND TECHNOLOGISTS

300 Jobs Represented

## WAGES AND OTHER INFORMATION

### WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$16.00	\$10.00
New hires, experienced:	\$11.00 - \$31.91	\$15.00
Experienced, 3 years with firm:	\$15.00 - \$35.10	\$20.00

### OTHER RELEVANT INFORMATION

#### Hours Worked

**Many** (56%) employees worked full-time averaging 40 hours a week; **many** (43%) worked temporary/on-call averaging 40 hours a week, and a **few** (1%) worked part-time averaging 23 hours a week.

#### Unionization

A **few** (7%) firms, and a **few** (3%) employees are union. Employers report affiliations with the following unions: Local 332, Local 595, International Brotherhood of Electrical Workers Local 302, and International Brotherhood of Electrical Workers Local1245.

#### Gender

Male (89%), Female (11%).

### FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	40%	0%
Dental Insurance	27%	0%
Vision Insurance	33%	0%
Life Insurance	20%	0%
Paid Sick Leave	60%	7%
Paid Vacation	73%	7%
Retirement Plan	20%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

### PROMOTIONAL OPPORTUNITIES

**Almost all** (80%) employers report that they promote employees. Responding employers listed the following positions as promotional opportunities:

- Engineer
- Supervisor
- Manager
- Lead
- Lead Supervisor
- Project Manager
- Engineering Technician
- Senior Technician
- Journey-person

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,

Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## SIZE AND EMPLOYMENT OUTLOOK

### Contra Costa County

#### Occupational Forecast 1995 - 2002

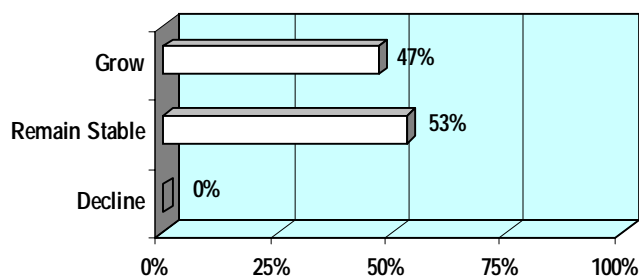
Occupation size: Medium  
Projected new jobs: 190  
Openings due to separations: 130  
Projected growth between 1995-2002 is faster than average, 24.1%. (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

### SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (63%) vacancies filled over the last 12 months were due to temporary/on-call positions; **some** (29%) filled were due to new positions; a **few** (4%) filled were due to promotions, and a **few** (4%) filled were due to employees leaving.

#### EMPLOYMENT OVER THE NEXT 2 YEARS



**Many** (53%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (47%) expect it to grow.

### RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- Walk-in applicants

### MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Electrical Work
- Tools, Hand and Edge (except machine saws)
- Search, Detection, Navigation, Guidance, Aeronautical, and Nautical Systems and Instruments
- Electrical Measurement and Test Equipment
- Laboratory Analytical Instruments
- Dental Equipment and Supplies
- Help Supply and Employee Leasing Services
- Computer Related Services

#### Related Dictionary of Occupational Titles (DOT) Code:

003.161-010, 003.161-014, 019.281-010, 726.261-010, 726.261-014

For more information, see COG #331

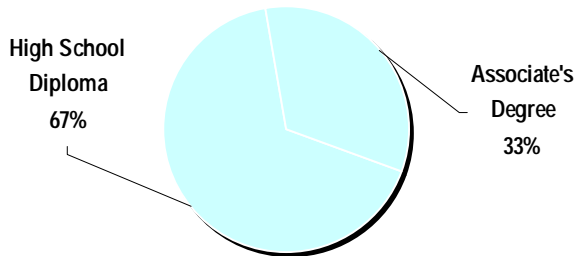
# ELECTRONIC HOME ENTERTAINMENT EQUIPMENT REPAIRERS

9 Employers Represented

Electronic Home Entertainment Equipment Repairers adjust and repair radio and television receivers, stereo systems, phonographs, tape recorders, video systems, and other electronic home entertainment equipment. **OES Code: 857080**

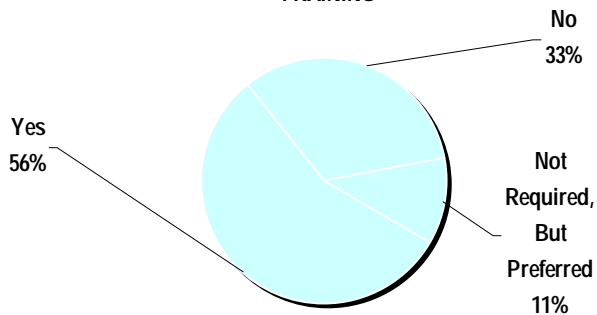
## EMPLOYER REQUIREMENTS

### EDUCATION



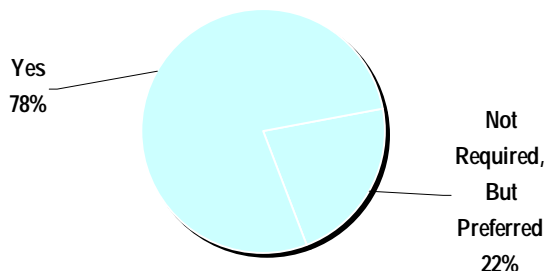
**Most** (67%) employers report that recent new hires have completed their high school diploma or equivalent.

### TRAINING



**Many** (56%) employers report that training is required prior to employment. **Some** (33%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 16 months Technician Training, Electronics School Associate of Arts degree, or A+ Certification.

### EXPERIENCE



**Most** (78%) employers report that work experience is required. **Many** (44%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 12 months Cable Installer, or Electronics

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	44%
Lack of training	22%
Lack of upgraded skills	22%
Lack of motivation	11%

#### Training resources used to upgrade skills:

Workshops	56%
On-the-Job Training	33%
Community College	22%
Adult Education	0%
Other	11%

#### Apprenticeship training program availability:

No	56%
Yes	33%

#### Type of employee found through a staffing service:

None of the Above	100%
Temporary-to-Permanent	0%
Temporary	0%
Project	0%
Seasonal	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Electronics, management skills, technical ability, and trouble shooting.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Physically fit, lifting, excellent customer service, people skills, electronics, signal levels amplification, and updated schooling.

## COMPUTER SKILLS SOUGHT: (5 of 9 firms responding)

Word Processing	20%
Spreadsheet	20%
Database	80%
Other	40%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## Licensing Requirements

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

26 Jobs Represented

## WAGES AND OTHER INFORMATION

### WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$ 7.00	\$ 7.00
New hires, experienced:	\$ 9.00 - \$16.00	\$13.00
Experienced, 3 years with firm	\$13.00 - \$19.00	\$15.50

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	69%	40
Part-Time	31%	14

### Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	56	0	0	0	11	22
Dental	56	0	0	0	11	11
Vision	33	0	0	0	11	11
Life	22	0	0	0	11	0
Sick	67	0	0	0	0	11
Vacation	78	0	0	0	0	0
Retirement	22	0	11	11	0	0
Child Care	11	0	0	0	0	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

**Some** (22%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Technician
- District Services Technician
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**  
726.381-014

For more information, see COG #N/A

## EMPLOYMENT TRENDS

Occupation size: Small  
 Projected new jobs: 0  
 Openings due to separations: 10  
 Gender: 96% Male 4% Female  
 Projected growth between 1997 – 2004 will remain stable.  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

### Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

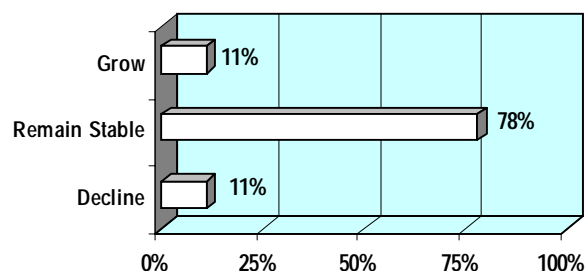
### Annual Turnover

Employers responding to the survey report a (14%) annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving ..... 29%  
 New Positions ..... 57%  
 Promotions ..... 14%

### EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referrals
- Walk-in applicants
- Colleges/Universities
- Newspaper ads

## WHERE THE JOBS ARE

- Radio, Television & Consumer Electronics Stores
- Radio & TV Repair Shops

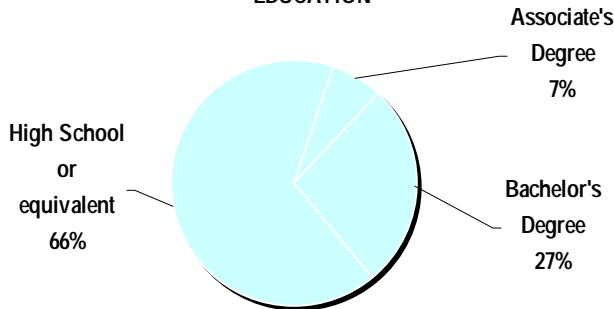
## EMPLOYMENT INTERVIEWERS - PRIVATE OR PUBLIC

15 Employers Represented

Employment Interviewers interview job applicants in an employment office and refer them to prospective employers for consideration. They record and evaluate various pertinent data, search application files, notify selected applicants of job openings, refer qualified applicants to prospective employers, and contact employers to verify referral results and record data. **OES Code: 215080**

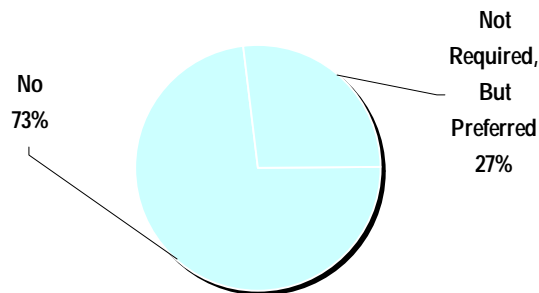
### EMPLOYER REQUIREMENTS

#### EDUCATION



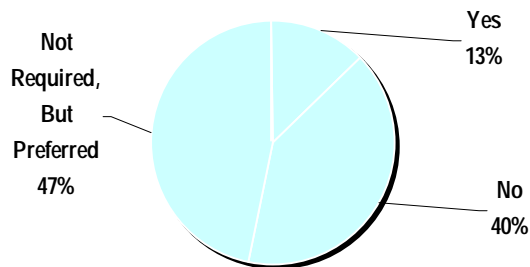
**Most** (66%) employers report that recent new hires have completed their High School Diploma or equivalent.

#### TRAINING



**No** (0%) employers report that training is required. **Some** (33%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

#### EXPERIENCE



A **few** (13%) employers report that no experience is required. **Most** (78%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 25 months Human Resources, Technical Work, Recruiting, Retail/Business, Accounting/Finance, Engineering, Supervisory/Administrative Skills, Sales or Management.

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	36%
Lack of motivation	21%
Lack of upgraded skills	14%
Lack of training	0%

#### Training resources used to upgrade skills:

On-the-Job Training	64%
Workshops	50%
Community College	14%
Apprenticeship	7%
Other	7%
Adult Education	0%

#### Apprenticeship training program availability:

No	79%
Yes	14%

#### Type of employee found through a staffing service:

None of the Above	79%
All of the Above	7%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Performance management, communication, customer service, motivation, problem solving, counseling, financial skills, sales, knowledge of industry, clientele base, professionalism, computer skills and continuing higher education.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Client relations, computer familiarity, latest developments and customer service skills.

#### COMPUTER SKILLS SOUGHT: (11 of 15 firms responding)

Word Processing	91%
Spreadsheet	64%
Database	45%
Desktop Publishing	18%
Other	18%

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.50 - \$18.70	\$14.38
New hires, experienced:	\$11.51 - \$28.77	\$14.92
Experienced, 3 years with firm:	\$11.51 - \$28.77	\$18.00

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	95%	41
Part-Time	4%	24
Temporary/On-Call	1%	8

## Unionization

Union firms	1 of 14	7%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	60	7	27	0	7	0
Dental	53	7	20	0	13	0
Vision	47	7	20	0	13	0
Life	40	0	13	0	7	0
Sick	73	7	7	0	7	0
Vacation	80	7	7	0	7	0
Retirement	33	7	27	0	13	0
Child Care	0	0	0	0	7	0
Other	0	0	0	0	7	0
(401k)						

## PROMOTIONAL OPPORTUNITIES

**Most** (53%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Branch Manager
- Technical Recruiter II, III
- Sales Representative
- Customer Service Manager
- Senior Staffing Specialist
- Area Manager

Related **Dictionary of Occupational Titles (DOT) Code:**  
166.267-010

For more information, see COG #38

## EMPLOYMENT TRENDS

Occupation size: Small  
 Projected new jobs: 40  
 Openings due to separations: 50  
 Gender: 35% Male 65% Female  
 Projected growth between 1997 – 2004 is Average, 17.4%.  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18 %)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult**. Employer demand is considerably greater than the supply of qualified applicants.

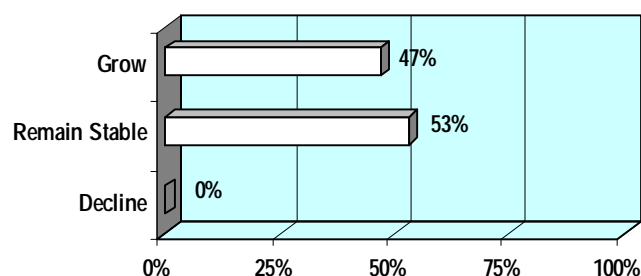
## Annual Turnover

Employers responding to the survey report (35%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 62%  
 New Positions ..... 32%  
 Promotions ..... 6%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Internet
- In-house promotion or transfer
- Employee referrals

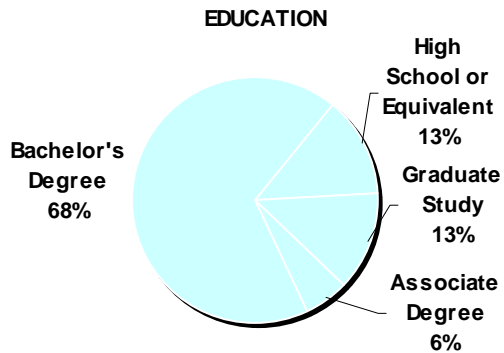
## WHERE THE JOBS ARE

- Colleges, Community & Technical Institutes
- Help Supply & Employee Leasing Services
- Employment Agencies & Executive Search

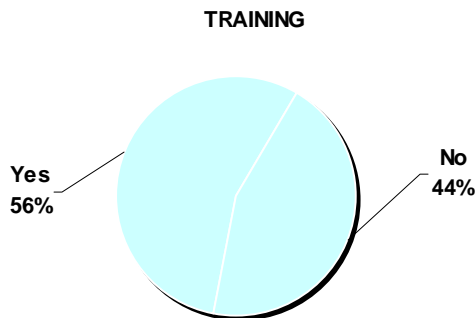
## ENGINEERING, MATHEMATICAL, & NATURAL SCIENCES MANAGERS 16 Employers Represented

Engineering, Mathematical, and Natural Sciences Managers plan, organize, direct or coordinate activities in such fields as architecture, electronic data processing, engineering, life sciences, physical sciences, statistics and systems analysis. These persons spend the greatest portion of their time in managerial work for which a background consistent with that described for engineers, mathematicians or natural scientists is required. **OES Code: 130170**

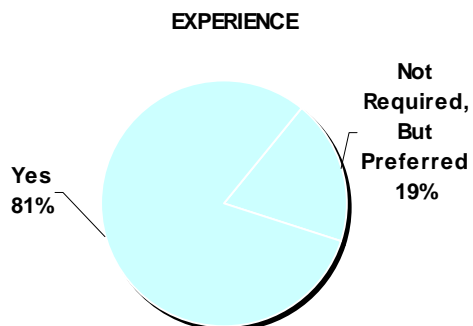
### EMPLOYER REQUIREMENTS



**Most** (68%) employers require a Bachelor's degree.



**Many** (56%) employers report that training is required prior to employment. **Type of training required:** An average of 45 months Engineering Degree, Computer Software/Hardware, Electrical Engineering/Automotive, Civil Engineering License, Master Engineer and AutoCAD. A **few** (13%) employers report that an average of 14 months of training is accepted as a substitute for experience.



**Almost All** (81%) employers report that work experience averaging 85 months is required. **Some** (27%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 48 months Project Manager, Telecommunications, Technical, Manufacturing and General Manager.

### SKILL SETS

#### New Skills

Programming, automotive experience, state structural license, AutoCAD, design codes knowledge and ability to communicate effectively.

#### Important Skills for Career Advancement

Interpersonal, client skills, continuing education, leadership, technical managerial, team player, marketing, accuracy, state license, engineering, good writing and presentation, excellent communication, BS in engineering or chemistry, survey, design, and technical writing skills.

#### \*Computer Skills

Word Processing	69%
Spreadsheet	63%
Database	44%
Desktop Publishing	6%
Other	50%

(Miscellaneous Engineering applications, Soft Desk, Math Soft, AutoCAD, SAP 2000, ETABS)

\*Based on employers responding to this question.

#### Skill Shortages

Interpersonal/client skills, supervisory skills, computer skills, structural engineering experience-especially in the areas of water, waste water and transportation, specific experience in the scientific instrumentation field, communication skills, coordination skills and good work ethic.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## WAGES AND BENEFITS

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.38 - \$26.47	\$18.41
New hires, experienced:	\$16.78 - \$47.95	\$29.35
Experienced, 3 years with firm	\$21.58 - \$50.00	\$37.40

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	93%	41
Part-Time	3%	22
Temporary/On Call	4%	40
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day, a *few* (6%) reported Swing and a *few* (6%) reported Graveyard.

## Unionization

Union firms None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	13	0	75	0	0	0
Dental	13	0	56	0	0	0
Vision	13	0	31	0	0	0
Life	19	0	25	0	6	0
Sick	75	13	13	0	0	0
Vacation	81	6	6	0	0	0
Retirement	56	13	31	0	0	0
Child Care	6	0	0	0	0	0
Other	6	0	13	0	0	0

## PROMOTIONAL OPPORTUNITIES

*Almost all* (81%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Project Director
- Senior Engineer
- Director of Operations
- Division Manager

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:

003.167-034 003.167-070 005.167-022 007.167-014  
008.167-010 010.161-014 010.167-018 011.167-010  
012.167-058 012.167-062 018.167-022 019.167-014

For more information, see COG #N/A

## EMPLOYMENT TRENDS

Occupation size: Large  
Projected new jobs: 410  
Openings due to separations: 170  
Gender: 88% Male 12% Female  
Projected growth between 1997 – 2004 is much faster than average, 32.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

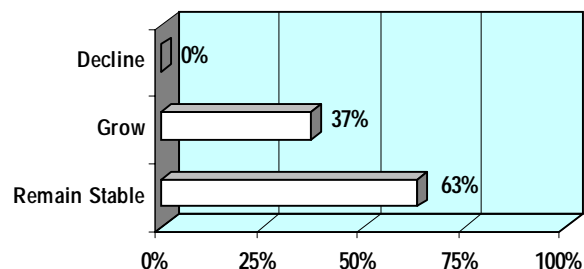
## Annual Turnover

Employers responding to the survey report a (13%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....35%  
New Positions.....56%  
Promotions ..... 6%  
Temporary ..... 3%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- In-House Promotion or Transfer

## WHERE THE JOBS ARE

- Architectural Services
- Communications Equipment, N.E.C.
- Engineering services
- Laboratory Analytical Instruments
- Metal Plating, Electroplating, Polishing & Anodizing
- Research & Development, Physical & Biological
- Search, Detection, Navigation Guidance, Aeronautical & Nautical Systems & Instruments



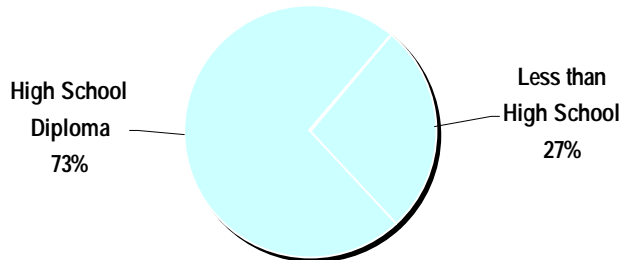
# FOOD PREPARATION WORKERS

15 Employers Represented

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen. **OES Code: 650380**

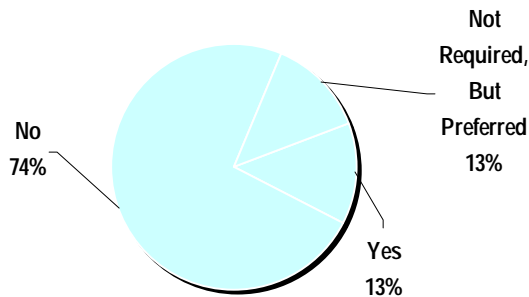
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



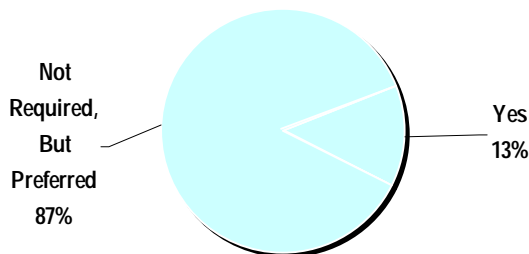
**Most** (73%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



A **few** (13%) employers report that training is required prior to employment. **Almost all** (80%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 11 months Nutrition and Safety, Food Service Director, Supervision Certification, Dietary, Culinary School, or On-the-Job training.

### PREVIOUS WORK EXPERIENCE REQUIRED



A **few** (13%) employers report that work experience is required. **Almost all** (87%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 7 months Food Service, Short Order Cook, Pantry Help, General Kitchen Help, Food Preparation, Cook, Restaurant Worker, Maid, or House Cleaner.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Ability to operate kitchen equipment safely 2.9

### Physical

Ability to stand continuously for 2 or more hours 3.0

Ability to pass a pre-employment medical examination 1.7

### Personal

Ability to follow instructions 3.0

Ability to work as part of a team 3.0

Willingness to work part-time, overtime, weekends and holidays 2.1

### Basic

Good oral communication skills 2.5

Problem solving skills 2.2

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Advanced nutritional training, knowledge of the facility and the job, organization, communication, reliability, ability to operate machinery, leadership, high energy, passion for growth, excellent attendance, English skills, problem solving ability, attitude, good work ethic, dedication, motivation, cashiering, coordinating activities, good judgement, great customer service, and attention to detail.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Speed, ability to work independently, enthusiasm, willingness to work, knowledge of therapeutic diets, ability to work with children, self-motivating, outgoing, and reliable.

### COMPUTER SKILLS SOUGHT:

A **few** (7%) employers seek word processing, and a **few** (13%) employers seek database.

Employers report the following software applications are used: Word, and SurePrep.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College
- Mt Diablo Adult Education
- Pittsburg Adult Education Center
- Rubicon Programs, Inc.
- West Contra Costa Adult Education

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 7.00	\$ 6.50
New hires, experienced:	\$ 6.75 - \$ 8.00	\$ 7.25
Experienced, 3 years with firm:	\$ 7.00 - \$13.00	\$ 9.73

**Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.35 - \$11.73	\$ 7.12
New hires, experienced:	\$ 6.90 - \$12.31	\$ 7.38
Experienced, 3 years with firm:	\$ 7.00 - \$14.25	\$ 8.36

## OTHER RELEVANT INFORMATION

## Hours Worked

**Many** (54%) employees worked full-time averaging 39 hours a week; **many** (40%) worked part-time averaging 23 hours a week; a **few** (5%) worked temporary/on-call averaging 21 hours a week, and a **few** (1%) worked seasonal averaging 14 hours a week.

## Unionization

**Many** (40%) firms, and most (61%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, Health Care Workers Union Local 250, and California School Employees Association Chapter 65.

## Gender

Male (40%), Female (60%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	40%	0%
Dental Insurance	40%	0%
Vision Insurance	7%	0%
Life Insurance	13%	0%
Paid Sick Leave	60%	20%
Paid Vacation	73%	27%
Retirement Plan	20%	0%
Child Care	0%	0%
Other	7%	7%
(Paid Family Days Off, and Credit Union Membership)		
percentage of employers offering employer-paid benefits		

## PROMOTIONAL OPPORTUNITIES

**Almost all** (87%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead or Head Cook
- Kitchen Manager or Assistant
- Grill or Line Cook
- Chef or Baker
- Child Nutrition Worker or Specialists
- Food Service Director or Assistant
- Supervisor or Shift Supervisor

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 - 2002

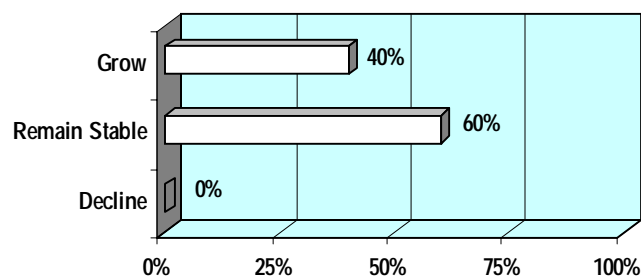
Occupation size: Very Large  
 Projected new jobs: 560  
 Openings due to separations: 280  
 Projected growth between 1995-2002 is average, 22.6%.  
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **some** (36%) vacancies filled over the last 12 months were due to employees leaving; **some** (33%) filled were due to new positions; a **few** (17%) filled were due to promotions, and a **few** (14%) filled were due to temporary/on-call positions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (60%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (40%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Grocery Stores
- Restaurants, Caterers and Eating Places
- Sports and Recreation Clubs, Membership
- Nursing Care Facilities, Skilled
- Hospitals, General Medical and Surgical
- Schools, Elementary and Secondary
- Child Day Care Services

## Related Dictionary of Occupational Titles (DOT) Code:

313.684-010, 316.661-010, 316.684-010, 317.684-010, 317.687-010

For more information, see COG #331

# FORKLIFT OPERATORS

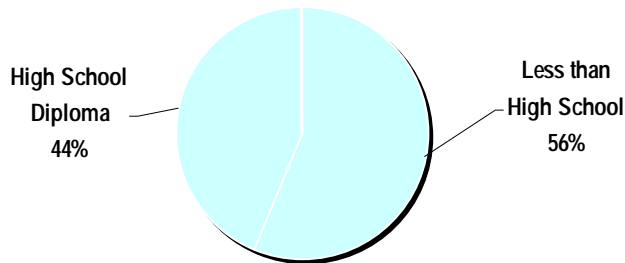
16 Employers Represented

Forklift Operators operate forklift to push, pull, lift, stack, tier or move products, equipment, or materials in warehouse, storage yard or factory.

Non OES Code: 921683999

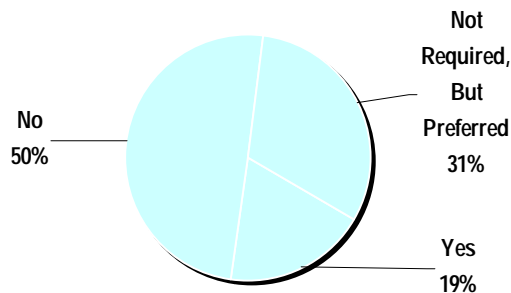
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



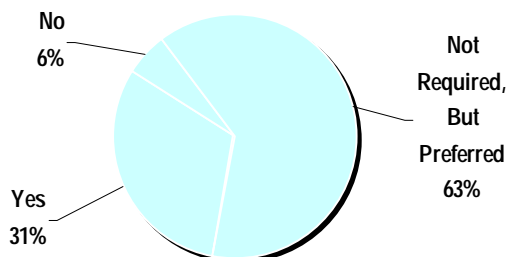
**Many** (56%) employers report that when hiring, the minimum education required is less than high school.

### TRAINING REQUIRED



A **few** (19%) employers report that training is required prior to employment. **Most** (60%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 3 months Forklift Operator Training, or Certificate.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Some** (31%) employers report that work experience is required. **Most** (73%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 9 months Warehouse Worker, Sales, Forklift Operator, Driver, Yard-person, Retail Sales, or Nursery Worker.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Knowledge of safety techniques	2.6
Material handling skills	2.6
Loading/unloading skills	2.4
Forklift certification required	1.7

### Physical

Good hand-eye coordination	2.5
Ability to stand continuously for 2 or more hours	2.3
Ability to stock shelves	2.2

### Personal

Ability to work independently	2.7
Ability to interact well with others	2.6

### Basic

Ability to follow oral instructions	2.8
Ability to perform routine, repetitive work	2.8

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Carpentry, interpersonal, management, flexibility, field education, product knowledge, writing, reading, math, and experience on-the-job.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Product knowledge, customer service, and carpentry.

### COMPUTER SKILLS SOUGHT:

None

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Worldwide Educational Services

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$10.00	\$ 8.26
New hires, experienced:	\$ 6.00 - \$12.50	\$10.00
Experienced, 3 years with firm:	\$ 6.75 - \$15.67	\$12.90

**Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$26.50	\$12.00
New hires, experienced:	\$11.50 - \$26.50	\$17.06
Experienced, 3 years with firm:	\$16.00 - \$30.00	\$17.06

## OTHER RELEVANT INFORMATION

## Hours Worked

**Almost all** (80%) employees worked full-time averaging 40 hours a week, and **some** (20%) worked part-time averaging 25 hours a week.

## Unionization

**Some** (25%) firms, and **many** (46%) employees are union. Employers report affiliations with the following unions: Teamsters Local 315, and United Food and Commercial Workers Union Local 870.

## Gender

Male (87%), Female (13%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	56%	6%
Dental Insurance	38%	6%
Vision Insurance	13%	6%
Life Insurance	31%	6%
Paid Sick Leave	44%	13%
Paid Vacation	50%	13%
Retirement Plan	25%	13%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

**Most** (69%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Full-time Driver
- Lead
- Warehouse Supervisor
- Sales Clerk
- Counter-person
- Carpenter
- Supervisor
- Manager

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

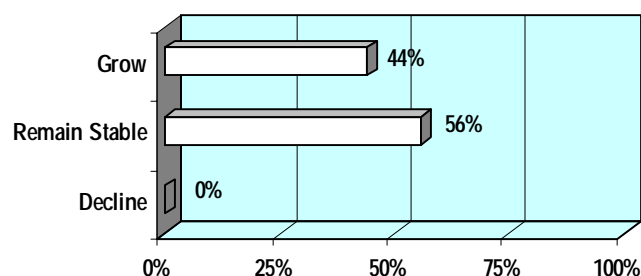
Occupation size: Data Not Available  
 Projected new jobs: Data Not Available  
 Openings due to separations: Data Not Available  
 Projected growth between 1995-2002 is, remain stable.  
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (48%) vacancies filled over the last 12 months were due to promotions; **some** (28%) filled were due to employees leaving; a **few** (13%) filled were due to temporary/on-call positions, and a **few** (12%) filled were due to new positions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Many** (56%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (44%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, General, Single-Family Residential
- Contractors, General, Other Non-Residential Buildings
- Lumber and Building Materials Dealers
- Hardware Stores, Retail
- Lawn and Garden Supply Stores, Retail Nurseries
- Department Stores
- Grocery Stores
- Furniture Stores

## Related Dictionary of Occupational Titles (DOT) Code:

911.663-014, 912.663-010, 914.667-010

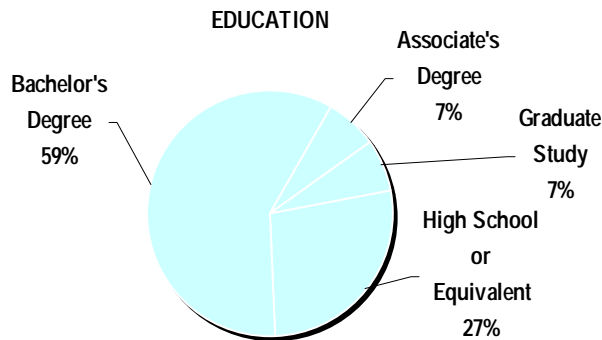
For more information, see COG #N/A

## GENERAL MANAGERS AND TOP EXECUTIVES

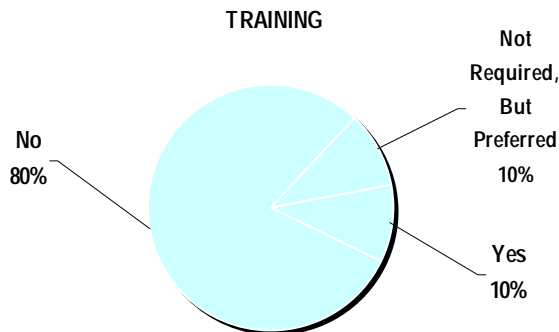
15 Employers Represented

General managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. Does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise. OES Code: 190050

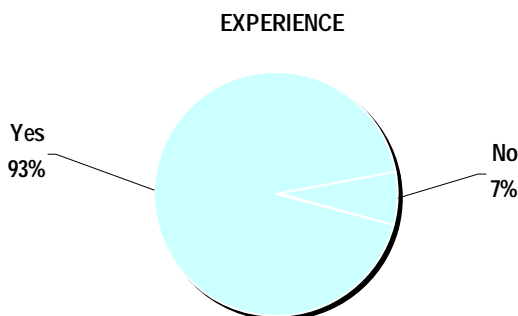
### EMPLOYER REQUIREMENTS



**Many** (59%) employers report that recent new hires have completed their Bachelor's Degree.



A **few** (10%) employers report that training is required prior to employment. **No** (0%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months Civil Engineering, or Construction.



**Almost all** (93%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 43 months Construction, Engineering, Banking, Auto Body Shop Manager, Human Resources, Psychology, Accounting, or Construction.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	70%
Lack of motivation	20%
Lack of upgraded skills	10%
Lack of training	0%

#### Training resources used to upgrade skills:

On-the-Job Training	50%
Workshops	50%
Adult Education	0%
Community College	0%
Apprenticeship	0%

#### Apprenticeship training program availability:

No	70%
Yes	20%

#### Type of employee found through a staffing service:

None of the Above	80%
Project	10%
Temporary	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Effective communication skills, logical decision making, supervision of people, sales ability, leadership, generate new business, and financial success.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Hands on abilities, communication skills, spreadsheet and word processing software, budgeting, fundraising, and people management.

#### COMPUTER SKILLS SOUGHT: (12 of 16 firms responding)

Word Processing	75%
Spreadsheet	75%
Database	42%
Desktop Publishing	17%
Other	50%

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$11.51 – \$57.53	\$23.97
Experienced, 3 years with firm:	\$14.38 - \$60.22	\$28.77

## Hours Worked

	<u>% of Employees</u>	<u>Weekly Hours</u>
Full-Time	100%	49

## Unionization

None reported.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	20	0	73	0	7	0
Dental	20	0	53	0	13	0
Vision	0	0	47	0	13	0
Life	60	0	20	0	13	0
Sick	73	0	7	0	0	0
Vacation	80	0	7	0	0	0
Retirement	27	0	67	0	7	0
Child Care	0	0	7	0	13	0
Other	33	0	0	0	20	0
(Profit sharing, company car, product discount, LTD)						

## PROMOTIONAL OPPORTUNITIES

**Most** (60%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Area Manager
- District manager
- Regional Director Operations
- Vice President/Executive Vice President
- President/CEO

Related Dictionary of Occupational Titles (DOT) Code:  
N/A

For more information, see COG #N/A

## EMPLOYMENT TRENDS

Occupation size: Very Large  
 Projected new jobs: 1440  
 Openings due to separations: 1030  
 Gender: 72% Male 28% Female  
 Projected growth between 1997 – 2004 is average, 17.9%  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

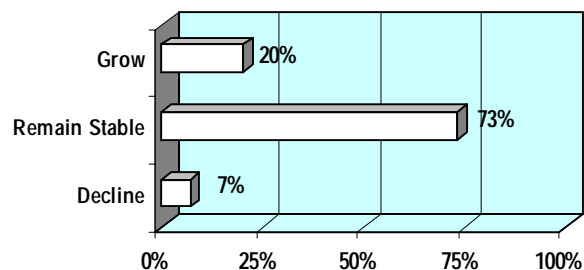
## Annual Turnover

Employers responding to the survey report a (24%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 33%  
 New Positions ..... 33%  
 Promotions ..... 33%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- In-house promotion or transfer
- Employee referrals
- Newspaper ads

## WHERE THE JOBS ARE

- Advertising, N.E.C.
- Auto Body, Paint & Upholstery Repair Shops
- Building Cleaning & Maintenance Services, N.E.C.
- Contractors, General, Other Nonresidential Buildings
- Contractors, General, Single-Family Residential
- Contractors, Special Trade, N.E.C.
- Health Practitioners, Offices & Clinics, N.E.C.
- Help Supply & Employee Leasing Services
- Insurance Agents, Brokers & Services
- Legal Services
- Motor Vehicle Dealers, New & Used
- Petroleum Refining
- Physical Fitness Facilities
- Social Services, Individual & Family



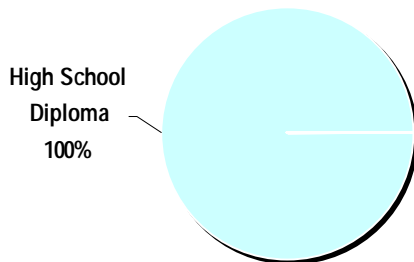
# GENERAL OFFICE CLERKS

15 Employers Represented

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined. **OES Code: 553470**

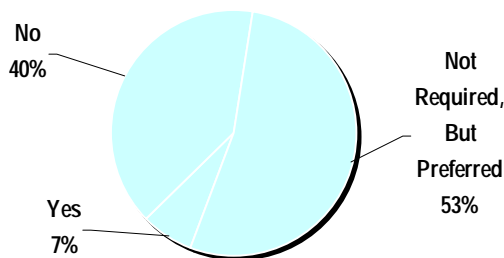
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



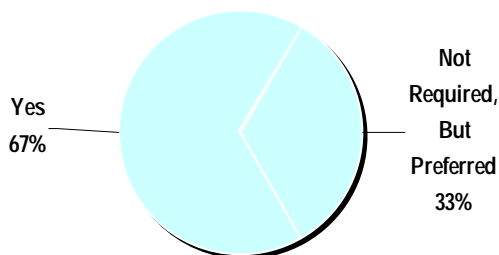
**All** (100%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



A **few** (7%) employers report that training is required prior to employment. **Most** (67%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 6 months On-the-Job training, Office Management, Computer, Typing, or Clerical.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Most** (67%) employers report that work experience is required. **Almost all** (80%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 12 months Office Manager/Coordinator, Clerical, Secretary, Typist Clerk, Word Processing, Office Support, or Administrative related experience.

#### Key Terms:

**All** = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Ability to operate office machines	2.7
Computer typing skills	2.7

### Physical

Ability to work under pressure	2.3
--------------------------------	-----

### Personal

Ability to work well with others	3.0
Customer service skills	3.0

### Basic

Ability to meet deadlines	2.9
Ability to read and follow instructions	2.9
Ability to do basic math	2.8

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Motivation, desire, communication, dependability, accuracy, timeliness of work, office automation, computer knowledge, customer service, organization, knowledge of the job, supervision, management, advanced typing and word processing, stenography, bookkeeping, willingness/ability to learn new tasks, experience, and professional growth.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Organization, customer service, management, Internet, telephone people skills, bookkeeping, first aid, grammar, spelling, composition, interpersonal and communication

### COMPUTER SKILLS SOUGHT:

**Almost all** (93%) employers seek word processing; **many** (47%) employers seek database; **most** (73%) employers seek spreadsheet; **some** (20%) employers seek desktop publishing, and a **few** (13%) employers seek other (e.g. Typing 40 words per minute). Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA computer Training Center
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Liberty High School Alternative Education
- Mt Diablo Adult Education
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- Worldwide Educational Services

Contra Costa County, 1999



## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$12.00	\$ 8.75
New hires, experienced:	\$ 9.54 - \$12.50	\$10.52
Experienced, 3 years with firm:	\$ 9.54 - \$17.50	\$13.00

**Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.89 - \$10.91	\$10.40
New hires, experienced:	\$ 9.89 - \$13.89	\$11.62
Experienced, 3 years with firm:	\$11.43 - \$17.73	\$13.72

## OTHER RELEVANT INFORMATION

## Hours Worked

**Most** (60%) employees worked full-time averaging 40 hours a week; **some** (21%) worked temporary/on-call averaging 40 hours a week, and a **few** (18%) worked part-time averaging 22 hours a week.

## Unionization

**Many** (47%) firms, and **some** (34%) employees are union.

Employers report affiliations with the following unions:

AFSCME Local 2700, Public Employees' Union Local 1 Clerical, California School Employees Association 85, and Local 790 SEIU.

## Gender

Male (9%), Female (91%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	47%	0%
Dental Insurance	53%	0%
Vision Insurance	40%	0%
Life Insurance	33%	7%
Paid Sick Leave	80%	27%
Paid Vacation	87%	27%
Retirement Plan	40%	7%
Child Care	0%	0%
Other (Tuition reimbursement)	7%	7%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

**Almost all** (93%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Office Manager
- Clerk II
- Typist Clerk II
- Administrative, Staff, School or Principal's Secretary
- Recruiter or Assistant Recruiter
- Administrative Assistant II
- Administrative Clerk, Journey-level

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 - 2002

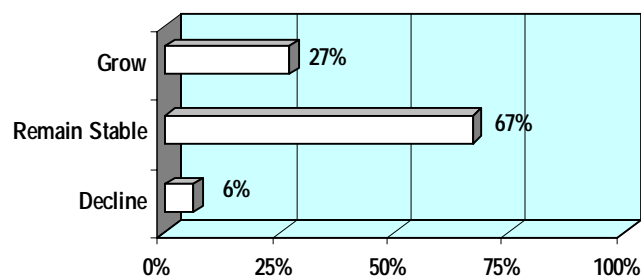
Occupation size: Very Large  
 Projected new jobs: 1,530  
 Openings due to separations: 1,730  
 Projected growth between 1995-2002 is slower than average, 15.7%.  
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **not difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (49%) vacancies filled over the last 12 months were due to temporary/on-call positions; **some** (25%) filled were due to employees leaving; a **few** (14%) filled were due to new positions, and a **few** (11%) filled were due to promotions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (67%) employers responding expect this occupation's employment to remain stable over the next 2 years; **some** (27%) expect it to grow, and a **few** (6%) expect it to decline.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotions or transfer
- Employee referrals

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Help Supply and Employee Leasing Services
- Auto Body, Paint and Upholstery Repair Shops
- Schools, Elementary and Secondary
- Colleges, Universities and Professional Schools
- Child Day Care Services
- Engineering Services
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

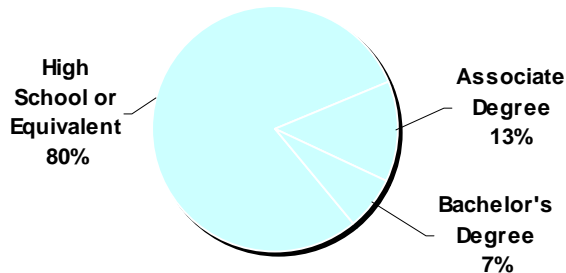
219.362-010, 245.367-010, 245.367-014, 245.367-018, 249.367-010

For more information, see COG #295

Graphic Designers create original artwork using computer layout and design to visually enhance a product, concept, or message. Graphic Designers work closely with Project Managers in advertising and marketing departments. **OES Code: 141061998**

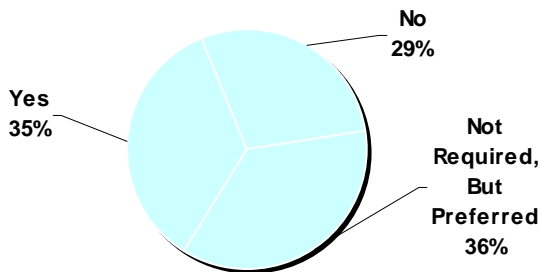
### EMPLOYER REQUIREMENTS

#### EDUCATION



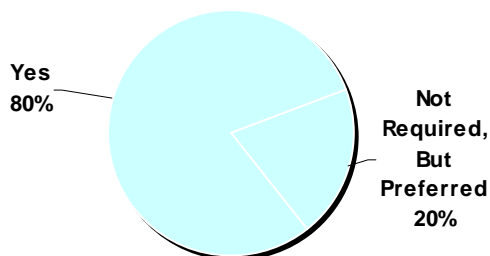
*Almost all* (80%) employers require a High School Diploma.

#### TRAINING



*Some* (35%) employers report that training is required prior to employment.. **Type of training required:** An average of 24 months Graphic Artist, Software Programs, Graphic Arts School, Pre-Press, Acrobat PDF, PhotoShop, Computer Design Programs, trouble shooting, Art, Computers, Printing, Graphic Design and in-house Art Director. *Some* (27%) employers report that an average of 10 months of training is accepted as a substitute for experience.

#### EXPERIENCE



*Almost all* (80%) employers report that work experience averaging 26 months is required. *Many* (40%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 29 months Graphic Arts, Printing Industry, General Printing Knowledge and Print Director.

### SKILL SETS

#### New Skills

Direct to plate technology, stripping plates, refresh, system, separations for textile printing, good computer knowledge, printing knowledge and personable skills.

#### Important Skills for Career Advancement

Leadership abilities, computer programs, computer network, management skills, newspaper design, supervision, time management and delegation.

#### \*Computer Skills

Word Processing	36%
Spreadsheet	7%
Database	14%
Desktop Publishing	64%
Other	71%

(Filemaker Pro, Digital, Quark Xpress, MultiAD-C, PhotoShop, Adobe Illustrator, Freehand, Dream weaver, PC, Mac, Corel Draw, Flight Check.)

\*Based on employers responding to this question.

#### Skill Shortages

Memory, pre-press knowledge, software knowledge, responsibility and dependability, accuracy, knowledge of printing requirements, and knowledge of Quark Xpress.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

**All** = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

## WAGES AND BENEFITS

## WAGES

**Non-Union**

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$10.00 - \$21.58	\$15.00
Experienced, 3 years with firm:	\$13.00 - \$25.21	\$18.00

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	69%	40
Part-Time	20%	24
Temporary/On Call	11%	24
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day, a *few* (7%) reported Swing and a *few* (7%) reported Graveyard.

## Unionization

Union firms: None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	43	0	43	14	0	0
Dental	43	0	36	14	7	0
Vision	29	0	14	14	7	0
Life	29	7	14	0	7	0
Sick	64	7	0	0	0	0
Vacation	93	7	0	0	0	0
Retirement	36	0	36	7	7	0
Child Care	0	0	0	0	0	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

**Many** (40%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead, Supervisor, Manager
- Art Director
- Department Manager
- Operations Manager

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 141.061-018

For more information, see COG #2006

## EMPLOYMENT TRENDS

Occupation size: Data Not Available  
 Projected new jobs: Data Not Available  
 Openings due to separations: Data Not Available  
 Gender: 36% Male 64% Female  
 Projected growth between 1997 – 2004 Data Not Available  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Moderately difficult.** Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: **Moderately difficult.** Employer demand is somewhat greater than the supply of qualified applicants.

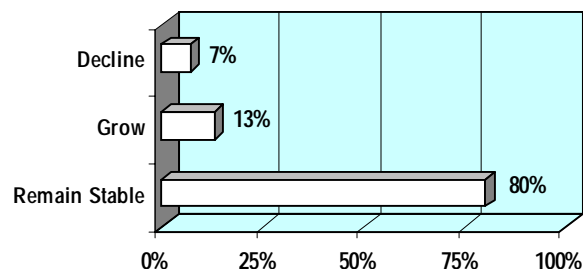
## Annual Turnover

Employers responding to the survey report a (46%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	46%
New Positions .....	34%
Promotions .....	10%
Temporary .....	10%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Internet

## WHERE THE JOBS ARE

- Advertising Agencies
- Advertising services, Direct Mail
- Art & Graphic Design, Commercial
- Newspaper Publishing & Printing
- Printing, Commercial Lithographic
- Printing, Commercial, N.E.C.

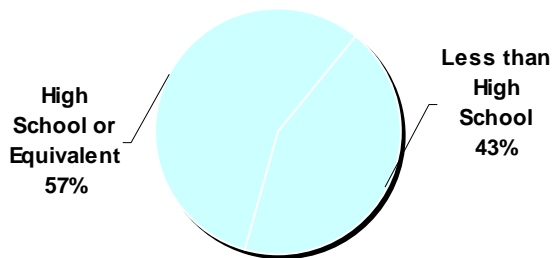
## GUARDS AND WATCH GUARDS

7 Employers Represented

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules, they guard property against fire, theft, vandalism, and illegal entry, they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds. **OES Code: 630470**

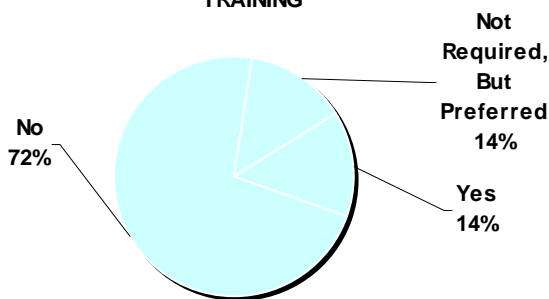
### EMPLOYER REQUIREMENTS

#### EDUCATION



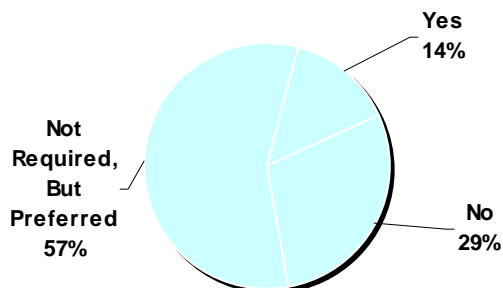
**Many** (57%) employers require a High School Diploma.

#### TRAINING



A **few** (14%) employers report that training is required prior to employment. **Type of training required:** An average of 12 months Security Guard Training, City College, and Licensed to carry weapon. **Most** (60%) employers report that an average of 13 months of training is accepted as a substitute for experience.

#### EXPERIENCE



A **few** (14%) employers report that work experience averaging 10 months is required. **Most** (75%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 10 months Police, Military and Loss Prevention.

### SKILL SETS

#### New Skills

First aid, CPR training, good verbal communication, and physical fitness.

#### Important Skills for Career Advancement

Writing, verbal, abstract reasoning, supervisory and customer service skills, computer, college coursework, and management.

#### \*Computer Skills

Word Processing	100%
Spreadsheet	25%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

#### Skill Shortages

Computer skills, writing skills, punctuality, attendance, and dependability.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001

## WAGES AND BENEFITS

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$10.00	\$10.00
New hires, experienced:	\$ 8.50 - \$16.00	\$10.28
Experienced, 3 years with firm:	\$10.00 - \$16.00	\$11.87

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.01 - \$13.50	\$ 9.50
New hires, experienced:	\$10.00 - \$13.50	\$10.01
Experienced, 3 years with firm:	\$10.01 - \$15.00	\$11.00

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	84%	40
Part-Time	15%	28
Temporary/On Call	1%	16
Seasonal	0%	0

**Shifts:** *Almost all* (86%) employers reported Day; *all* (100%) reported Swing; and *most* (71%) reported Graveyard.

## Unionization

Union firms: *Many* (43%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	57	0	29	0	0	0
Dental	43	0	43	0	0	0
Vision	29	0	57	0	0	0
Life	57	0	29	0	0	0
Sick	57	0	14	0	0	0
Vacation	57	0	29	0	0	0
Retirement	0	0	57	0	0	0
Child Care	0	0	0	0	0	0
Other	14	0	0	0	0	0
Uniforms and cleaning						

## PROMOTIONAL OPPORTUNITIES

*Almost all* (86%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead Specialist
- Loss Prevention Supervisor
- Sergeant, Lieutenant
- Project Manager

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:

372.563-010 372.567-010 372.667-010 372.667-014  
372.667-030 372.667-034 372.667-038 376.667-010

For more information, see COG #75

## EMPLOYMENT TRENDS

Occupation size: large  
Projected new jobs: 330  
Openings due to separations: 360  
Gender: 84% Male 16% Female  
Projected growth between 1997 – 2004 is average, 18.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: Insufficient Data.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

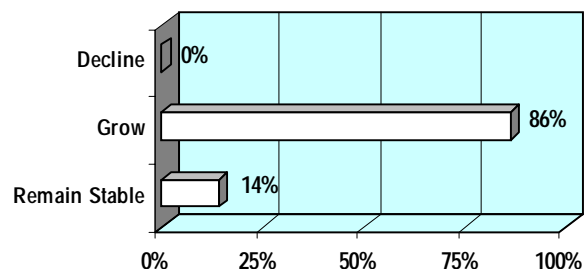
## Annual Turnover

Employers responding to the survey report a (17%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving	42%
New Positions	21%
Promotions	12%
Temporary	25%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- Colleges/Universities
- In-house promotion or transfer
- Walk-in applicants
- Internet

## WHERE THE JOBS ARE

- Detective, Guard and Armored Car Services
- Drinking Places – Alcohol Beverages
- Hotels and Motels
- Restaurants, Caterers and Eating Places

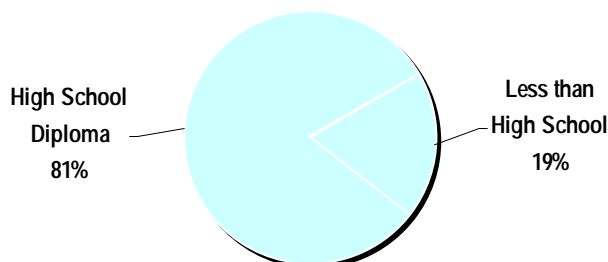
# HAIRDRESSERS, HAIRSTYLISTS, AND COSMETOLOGISTS

16 Employers Represented

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hair styles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. Does not include Shampooers, Manicurists, and Beauty School Instructors. **OES Code 680050**

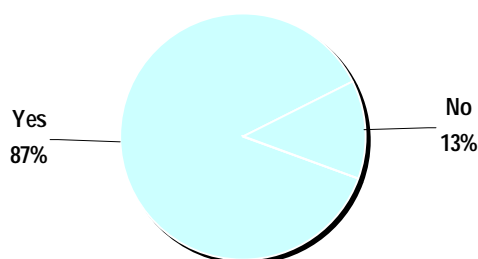
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



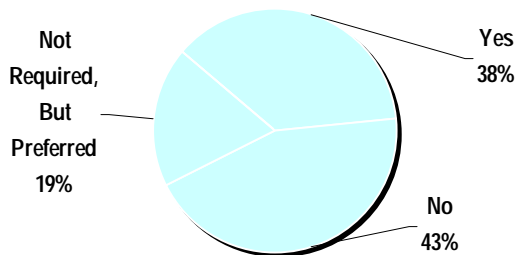
**Almost all** (81%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**Almost all** (87%) employers report that training is required prior to employment. Many (44%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 10 months Beauty College, or Cosmetology License.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Some** (38%) employers report that work experience is required. **Some** (33%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months Hairdresser, or Sales.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Possession of a cosmetology license	2.8
Artistic skills	2.3
Ability to maintain an appointment calendar	1.8
Cash handling skills	1.3
Knowledge of make-up and skin care	0.9

### Physical

Ability to stand continuously for 2 or more hours	3.0
Manual dexterity	2.8
Good vision	2.5

### Personal

Good grooming skills	3.0
High standards of personal cleanliness	3.0
Ability to work independently	2.5
Ability to work with close supervision	1.6

### Basic

Oral communication skills	2.9
Good color perception	2.8
Ability to read and follow instructions	2.7
Ability to write legibly	2.1

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Attend shows, organizational skills, retail sales, management skills, teaching, training, motivation, performance, additional education, cutting expertise, corrective coloring, and coloring.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Common sense, and a cosmetology license.

### COMPUTER SKILLS SOUGHT:

**Most** (67%) employers seek word processing, and **some** (33%) employers seek other (e.g. Point-of-Sale).

Employers report the following software applications are used: Word

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa County Regional Occupational Program
- De Loux School of Cosmetology
- Delta Beauty College, Inc.
- Designs School of Cosmetology
- Diablo Valley College
- Los Medanos College
- Paris Beauty College
- World Vision College of Cosmetology, Inc.

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

*Non-Union*

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 8.05	\$ 6.50
New hires, experienced:	\$ 5.75 - \$11.43	\$ 7.00
Experienced, 3 years with firm:	\$ 5.75 - \$12.02	\$ 7.50

"A **few** (6%) employers also pay bonuses to employees working in this occupation."

## OTHER RELEVANT INFORMATION

## Hours Worked

**Most** (60%) employees worked full-time averaging 38 hours a week; **many** (40%) worked part-time averaging 26 hours a week, and a **few** (1%) worked temporary/on-call averaging 10 hours a week.

## Unionization

**No** (0%) firms, and **no** (0%) employees are union.

## Gender

Male (10%), Female (90%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	0%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	0%	0%
Paid Sick Leave	25%	0%
Paid Vacation	44%	0%
Retirement Plan	6%	0%
Child Care	0%	0%
Other	6%	0%
(Education Assistance)		
percentage of employers offering employer-paid benefits		

## PROMOTIONAL OPPORTUNITIES

**Many** (50%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Counter Manager
- Assistant Manager
- Area Manager or Manager
- Lead Cosmetologists
- Designer
- Senior Designer
- Master Stylists
- Educator

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

Occupation size: Medium

Projected new jobs: 100

Openings due to separations: 140

Projected growth between 1995-2002 is slower than average, 12.5%.

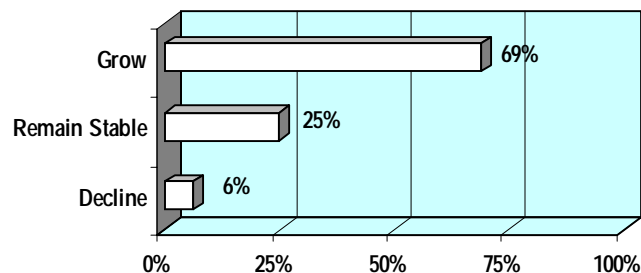
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (59%) vacancies filled over the last 12 months were due to employees leaving; **some** (33%) filled were due to new positions, and a **few** (8%) filled were due to promotions

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (69%) employers responding expect this occupation's employment to grow over the next 2 years; **some** (25%) expect it to remain stable, and a **few** (6%) expect it to decline.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Walk-in applicants
- Employee referrals
- Newspaper ads

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Beauty Shops
- Department Stores

Related Dictionary of Occupational Titles (DOT) Code:

332.271-010, 332.271-014, 332.271-018, 333.271-010, 339.371-010

For more information, see COG #58



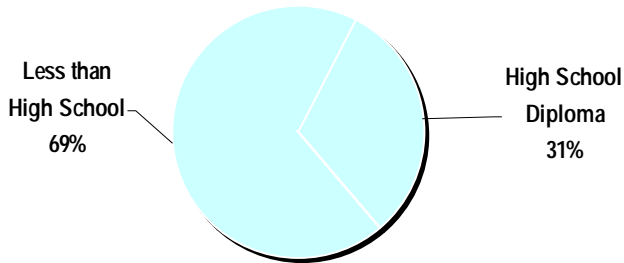
# HAND PACKERS AND PACKAGERS

16 Employers Represented

Hand Packers and packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training. **OES Code: 989020**

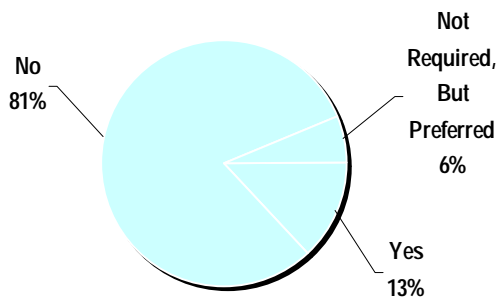
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



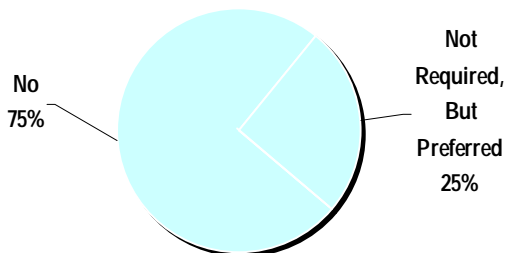
**Most** (69%) employers report that when hiring, the minimum education required is less than high school.

### TRAINING REQUIRED



A **few** (13%) employers report that training is required prior to employment. A **few** (13%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 4 months Packaging, Basic Math, or Computer Keyboard.

### PREVIOUS WORK EXPERIENCE REQUIRED



**No** (0%) employers report that work experience is required.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Ability to stand continuously for 2 or more hours	2.9
Ability to lift at least 10 pounds, repeatedly	2.9
Ability to pass a pre-employment drug test	2.3

### Physical

Ability to work as part of a team	3.0
Willingness to work with close supervision	2.8

### Basic

Ability to perform routine, repetitive work	2.8
Ability to read and follow instructions	2.8
Organizational skills	2.3

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Time management, good DMV record, knowledge of machine operations, communication, math, writing, stocking, leadership, acceptance of responsibility, good work ethics, and a high school diploma.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Customer service, and an excellent attitude.

### COMPUTER SKILLS SOUGHT:

**Some** (33%) employers seek word processing; **some** (33%) employers seek database, and **some** (33%) employers seek spreadsheet.

Employers report the following software applications are used: Word, Excel, and Access.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$10.00	\$ 6.50
New hires, experienced:	\$ 5.75 - \$10.00	\$ 8.00
Experienced, 3 years with firm:	\$ 8.50 - \$12.00	\$10.55

**Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$11.32	\$ 7.12
New hires, experienced:	\$ 7.04 - \$11.32	\$ 7.19
Experienced, 3 years with firm:	\$ 7.04 - \$16.50	\$ 7.19

## OTHER RELEVANT INFORMATION

## Hours Worked

**Many** (57%) employees worked part-time averaging 27 hours a week, and **many** (43%) worked full-time averaging 40 hours a week.

## Unionization

**Some** (31%) firms, and **some** (35%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, and United Food and Commercial Workers Union Local 1179.

## Gender

Male (64%), Female (36%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	19%	31%
Dental Insurance	19%	31%
Vision Insurance	13%	31%
Life Insurance	13%	31%
Paid Sick Leave	19%	31%
Paid Vacation	38%	31%
Retirement Plan	19%	31%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

**Most** (69%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Driver
- Checker/Cashier
- Machine Operator
- Technician
- Bakery/Meats/Deli Clerk
- Product Wrapper
- Helper
- Sales
- Customer Service
- Stock Clerk
- Supervisor/Manager

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

Occupation size: Large  
 Projected new jobs: 870  
 Openings due to separations: 340  
 Projected growth between 1995-2002 is much faster than average, 60.8%.

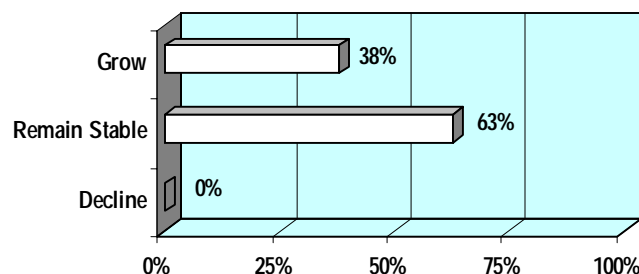
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **not difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (44%) vacancies filled over the last 12 months were due to new positions; **some** (27%) filled were due to employees leaving; a **few** (19%) filled were due to temporary/on-call positions, and a **few** (10%) filled were due to promotions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (63%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (38%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Food Preparation, N.E.C.
- Trucking and Hauling, Local
- Trucking, Local with Storage
- Nondurable Goods, Wholesale, N.E.C.
- Grocery Stores
- Candy, Nut, and Confectionery Stores
- Gift and Novelty, Souvenir Shops
- Help Supply and Employee Leasing Services
- Business Services, N.E.C.
- Job Training and Vocational Rehabilitation Services
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

637.261-014, 637.261-034, 637.381-010, 862.361-010, 869.281-010

For more information, see COG #225

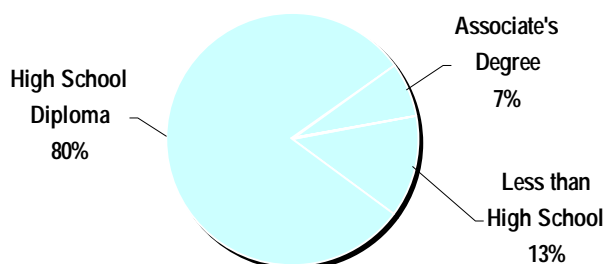
# HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS AND INSTALLERS

15 Employers Represented

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Does not include workers who do only plumbing and pipefitting work. **OES Code: 859020**

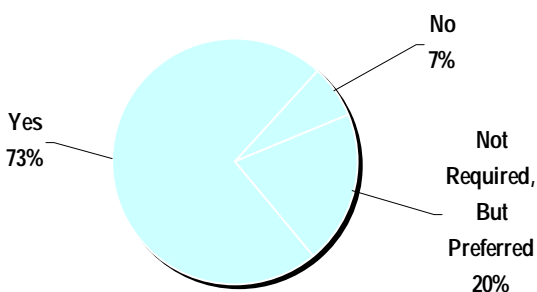
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



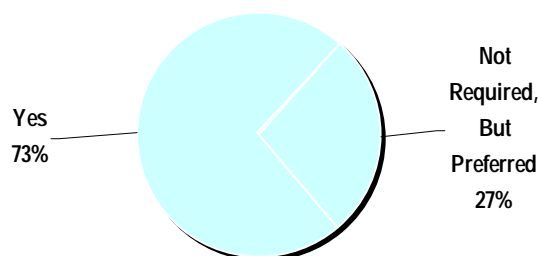
**Almost all** (80%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**Most** (73%) employers report that training is required prior to employment. **Most** (60%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months HVAC Repair and Maintenance Industrial School, Technical Course, Universal CFC Certified, Sheet Metal Apprenticeship, or On-the-Job Building Trades.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Most** (73%) employers report that work experience is required. **Some** (33%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 17 months HVAC, Construction, Sheet Metal Fabricator, Roofer, Technician, or Building Trades.

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Possession of a valid driver's license	3.0
Knowledge of soldering and welding	3.0
Knowledge of electronics	2.8
Computer skills	1.3

### Physical

Ability to work in confined spaces	2.5
Ability to lift 100 pounds or more	2.2

### Personal

Customer service skills	3.0
Oral communications skills	2.9
Ability to work independently	2.9

### Basic

Problem solving skills	3.0
Basic math skills	2.7
Ability to read blueprints	2.3

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Customer service, math, literacy, management training, good attendance, record keeping, preparing reports, troubleshooting, welding, continuing education, knowledge, experience, electrical, refrigeration and HVAC skills, reading blueprints, air balancing, people skills, problem solving, and communication.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Refrigeration, planning, time management, common sense, people skills, new equipment operation, material handling, good customer service, oral communication, and driver's license.

### COMPUTER SKILLS SOUGHT:

**Some** (20%) employers seek word processing; **some** (20%) employers seek database; **some** (20%) employers seek spreadsheet; **some** (20%) employers seek desktop publishing, and a **few** (13%) employers seek other (e.g. CAD, and DOS). Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprentice Coordinators Association
- Diablo Valley College
- University of California, Berkeley-University Extension

Contra Costa County, 1999

# HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS AND INSTALLERS

157 Jobs Represented

## WAGES AND OTHER INFORMATION

### WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.00 - \$10.00	\$10.00
New hires, experienced:	\$11.00 - \$21.00	\$15.00
Experienced, 3 years with firm:	\$15.00 - \$25.00	\$20.00
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$ 8.19 - \$30.00	\$18.00
Experienced, 3 years with firm:	\$13.19 - \$36.00	\$25.06

### OTHER RELEVANT INFORMATION

#### Hours Worked

**Almost all** (97%) employees worked full-time averaging 40 hours a week; a **few** (1%) worked seasonal averaging 40 hours a week; a **few** (1%) worked part-time averaging 20 hours a week, and a **few** (1%) worked temporary/on-call averaging 8 hours a week.

#### Unionization

**Many** (40%) firms, and **some** (33%) employees are union. Employers report affiliations with the following unions: Sheet Metal Workers Union 104, Plumbers-Steamfitters-Refrigeration Union Local 342, Public Employees' Union Local 1, Plumbers and Steamfitters Local Union 159, and Laborers International Union of North America AFL-CIO Local 324.

#### Gender

Male (98%), Female (2%).

### FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	47%	0%
Dental Insurance	53%	0%
Vision Insurance	33%	0%
Life Insurance	27%	0%
Paid Sick Leave	40%	0%
Paid Vacation	60%	0%
Retirement Plan	40%	0%
Child Care	0%	0%
Other	13%	0%
(Paid Holidays)		
percentage of employers offering employer-paid benefits		

### PROMOTIONAL OPPORTUNITIES

**Almost all** (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Field Lead
- Supervisor or Service Supervisor
- Sales
- Manager or Service Manager
- Service Technician or Senior Service Technician

## SIZE AND EMPLOYMENT OUTLOOK

### Contra Costa County

#### Occupational Forecast 1995 - 2002

Occupation size: Small  
Projected new jobs: 140  
Openings due to separations: 70  
Projected growth between 1995-2002 is much faster than average, 38.9%.

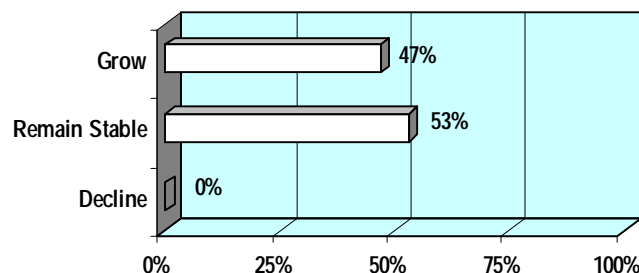
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

### SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (40%) vacancies filled over the last 12 months were due to employees leaving; **many** (40%) filled were due to new positions; a **few** (16%) filled were due to promotions, and a **few** (4%) filled were due to temporary/on-call positions.

#### EMPLOYMENT OVER THE NEXT 2 YEARS



**Many** (53%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (47%) expect it to grow.

### RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

### MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Plumbing, Heating and Air Conditioning
- Real Estate Agents, Managers and Services
- Air Conditioning and Refrigeration Service and Repair
- Electrical and Electronic Repair Shops, N.E.C.
- Local Government

#### Related Dictionary of Occupational Titles (DOT) Code:

637.261-014, 637.261-034, 637.381-01, 637.361-010, 869.281-010

For more information, see COG #32

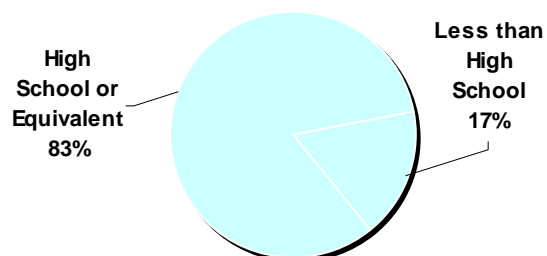
#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Does not include Nursing Aides and Homemakers. OES Code: 660110

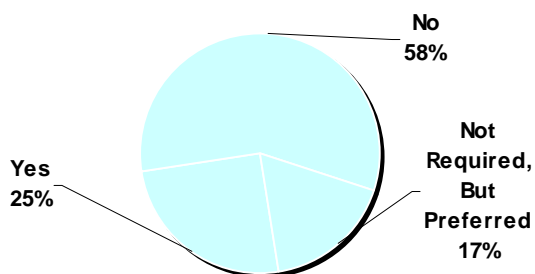
## EMPLOYER REQUIREMENTS

## EDUCATION



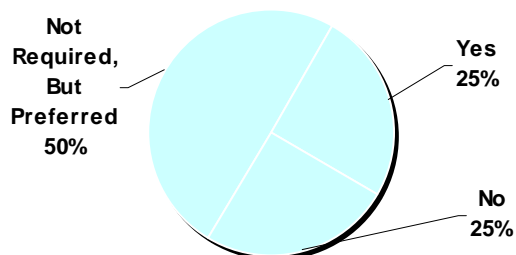
*Almost all* (83%) employers require a High School Diploma.

## TRAINING



*Some* (25%) employers report that training is required prior to employment. **Type of training required:** An average of 5 months HHA Certificate, Home Health Aide or CNA. *Most* (78%) employers report that an average of 4 months training is accepted as a substitute for experience.

## EXPERIENCE



*Some* (25%) employers report that work experience averaging 7 months is required. *Many* (56%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 5 months Day Program, Teaching, Childcare, CNA, Elder Care or Medical Assistant.

## SKILL SETS

## New Skills

Elder care, knowledge of medications, behavior issues education, speak/understand English and reliable.

## Important Skills for Career Advancement

Education, experience, communication, motivation, completing work correctly, knowledge of assignments, degree in social work, completion of college training program, organization, good attendance, satisfaction, administrator's certificate, customer service and human resources.

## \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

## Skill Shortages

Reliability, good work ethic, commitment, ability to communicate in English, knowledge of exercises and personal care skills.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

## Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## WAGES AND BENEFITS

## WAGES

<i>Non-Union</i>	Range	Median
New hires, no experience:	\$6.67 - \$10.00	\$ 9.00
New hires, experienced:	\$7.50 - \$10.00	\$10.00
Experienced, 3 years with firm:	\$7.50 - \$12.00	\$10.63

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	29%	38
Part-Time	42%	10
Temporary/On Call	28%	14
Seasonal	1%	5

**Shifts:** *Almost all* (92%) employers reported Day, *most* (75%) reported Swing, *most* (75%) reported Graveyard and *most* (67%) reported Other: on call, daily live-in 24 hour and weekends.

## Unionization

Union firms None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	33	8	25	17	0	8
Dental	33	0	17	17	0	8
Vision	17	0	8	8	0	0
Life	17	0	8	17	0	8
Sick	42	17	8	8	0	0
Vacation	50	25	8	8	0	0
Retirement	8	8	33	17	8	25
Child Care	0	0	0	0	0	0
Other	8	0	8	0	0	0
401 K, Cafeteria plans						

## PROMOTIONAL OPPORTUNITIES

**Many** (58%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Assistant Supervisor
- Medical Supervisor
- Care Manager
- Scheduler

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 354.377-014

For more information, see COG #461

## EMPLOYMENT TRENDS

Occupation size: Small  
 Projected new jobs: 160  
 Openings due to separations: 40  
 Gender: 8% Male 92% Female  
 Projected growth between 1997 – 2004 is much faster than average, 42.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Very Difficult**. Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: **Moderately Difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

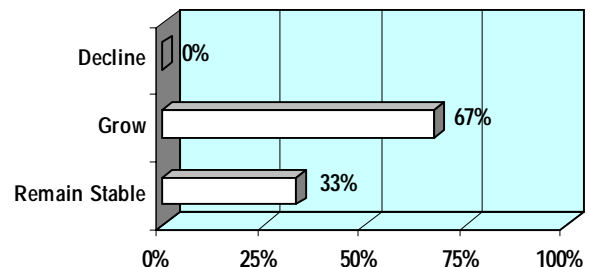
## Annual Turnover

Employers responding to the survey report a (17%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	20%
New Positions .....	35%
Promotions .....	4%
Temporary .....	41%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- School, Program Referrals

## WHERE THE JOBS ARE

- Colleges, Community and Technical Institutes
- Help Supply & Employee Leasing Services
- Home Health Care Services
- Nursing & Personal Care Facilities, N.E.C.
- Residential Care



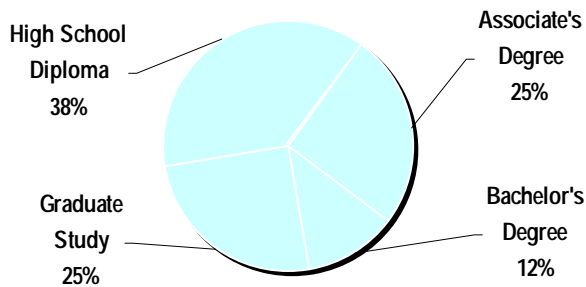
# HUMAN SERVICE WORKERS

16 Employers Represented

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians. **OES Code: 273080**

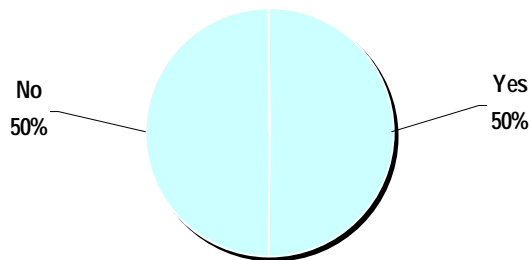
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



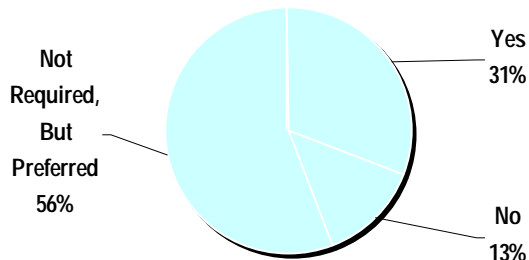
**Some** (38%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**Many** (50%) employers report that training is required prior to employment. **Some** (29%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 27 months Social Services, Counseling or Human Services Degree, Child Development Permit, or working with the Developmentally Disabled Population.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Some** (31%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months Counseling, Human Services Program Management, Residential Services, Health Related Field, or Child Care.

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Knowledge of using various software programs 1.8

### Physical

Ability to pass a pre-employment medical exam 2.2

### Personal

Ability to get along well with others 2.8

Attention to detail 2.8

Work under pressure 2.6

Trained in diversity 2.3

Organizational and time management skills 2.3

Trained in CPR and first aid techniques 1.2

### Basic

Verbal communication skills 2.8

Ability to handle confidential matters 2.8

Writing skills 2.7

Ability to work independently 2.6

Ability to handle crisis situations 2.5

English grammar and spelling skills 2.5

Supervisory skills 1.3

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

On-the-Job training, management, clinical, education and experience, behavior management, increased case-load, people skills, computer, clerical, experience in all departments, graduate degree, supervision, and analytical skills.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Clinical, Interpersonal, communication, problem solving, telephone skills, writing, research, and analysis.

### COMPUTER SKILLS SOUGHT:

**Most** (63%) employers seek word processing; a **few** (19%) employers seek database; a **few** (19%) employers seek spreadsheet; a **few** (6%) employers seek desktop publishing, and a **few** (11%) employers seek other (e.g. Ceridian, and Lotus Notes). Employers report the following software applications are used: Word, WordPerfect, Excel, and Access.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Chapman University Academic Center
- Diablo Valley College
- Frederick W. Taylor University
- John F. Kennedy University
- Los Medanos College

Contra Costa County, 1999



## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.05 - \$12.97	\$ 8.35
New hires, experienced:	\$ 6.10 - \$14.38	\$ 9.30
Experienced, 3 years with firm:	\$ 7.00 - \$16.50	\$11.62

**Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$14.75 - \$24.93	\$19.55
Experienced, 3 years with firm:	\$16.89 - \$30.68	\$22.89

A **few** (6%) employers also pay bonuses to employees working in this occupation.

## OTHER RELEVANT INFORMATION

## Hours Worked

**Most** (78%) employees worked full-time averaging 40 hours a week; **some** (21%) worked part-time averaging 24 hours a week, and a **few** (1%) worked temporary/on-call averaging 14 hours a week.

## Unionization

**Some** (25%) firms, and **most** (63%) employees are union. Employers report affiliations with the following unions: Health Care Workers Union Local 250 SEIU.

## Gender

Male (19%), Female (81%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	50%	13%
Dental Insurance	56%	19%
Vision Insurance	50%	19%
Life Insurance	31%	6%
Paid Sick Leave	81%	31%
Paid Vacation	75%	31%
Retirement Plan	19%	13%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

**Almost all** (81%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Director
- Clinician
- Case Manager
- Supervisor
- Lead Staff
- Apprentice
- Medical Assistant
- Social Worker

## Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 - 2002

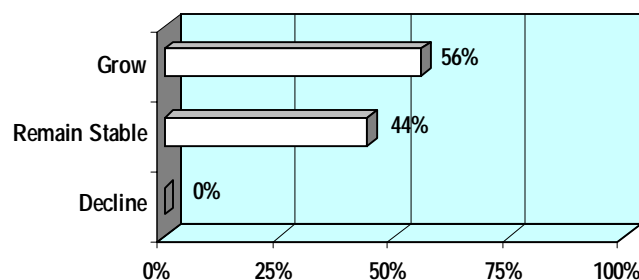
Occupation size: Small  
 Projected new jobs: 150  
 Openings due to separations: 80  
 Projected growth between 1995-2002 is much faster than average, 38.5%.  
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to employees leaving; **some** (29%) filled were due to new positions, and a **few** (11%) filled were due to promotions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Many** (56%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (44%) expect it to remain stable.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Nursing Care Facilities, Skilled
- Hospitals, General Medical and Surgical
- Social services, Individual and Family
- Job Training and Vocational Rehabilitation Services
- Residential Care
- Social Services, N.E.C.
- Local Government

## Related Dictionary of Occupational Titles (DOT) Code:

195.367-010, 195.367-014, 195.367-022, 195.367-034

For more information, see COG #135

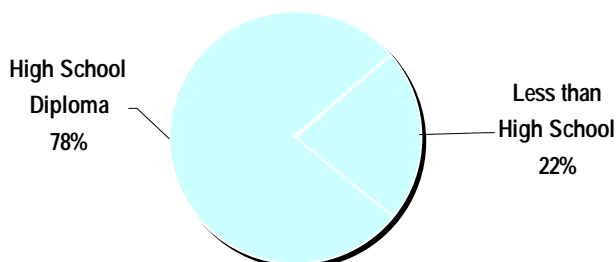
# INDUSTRIAL TRUCK AND TRACTOR OPERATORS

18 Employers Represented

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with forklift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators. OES Code: 979470

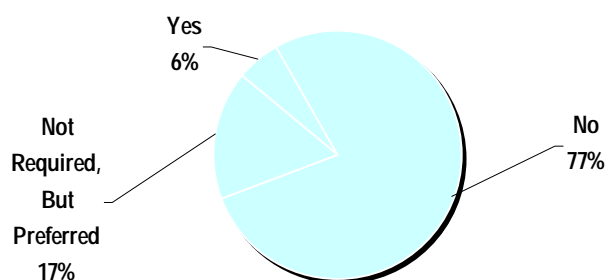
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



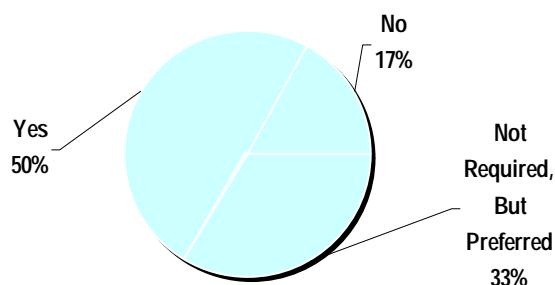
**Most** (78%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



A **few** (6%) employers report that training is required prior to employment. **Some** (27%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 5 months Driving, Truck Driver's School, Driver's Training, or a Class A License.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Many** (50%) employers report that work experience is required. **Some** (38%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 7 months Warehouse Work, Shipping/Receiving/Production Environment, or Big Rig Driving Experience.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Accurate product knowledge	1.8
Ability to weigh or measure stock and materials	1.7
Possession of forklift driver's certificate	1.1

### Physical

Ability to pass a pre-employment medical exam	3.0
Ability to lift at least 50 pounds	2.6
Ability to work outdoors in all weather conditions	2.2
Ability to tolerate noise	1.9

### Personal

Ability to interact well with others	2.7
Ability to work independently	2.5

### Basic

Ability to follow oral instructions	3.0
Ability to read and follow instructions	3.0
Ability to write legibly	2.5
Good memory	2.0

## SKILLS NEEDED FOR CAREER ADVANCEMENT:

People management, additional school, leadership, dependability, attention to detail, dealing with the public, organization, effective communication, reading, math, troubleshooting, hands-on training, interpersonal, job knowledge, learning products, on-the-job training, performance, and computer skills.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Forklift operation, reading, writing, arithmetic, production experience, material management, mechanical ability, accuracy, safety attention to detail, and experience tying-down loads.

## COMPUTER SKILLS SOUGHT:

A **few** (6%) employers seek word processing; a **few** (6%) employers seek database; a **few** (11%) employers seek spreadsheet, and a **few** (6%) employers seek other (e.g. Manufacturing Software). Employers report the following software applications are used: Word, Excel, and Access.

## SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- American Truck School

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$12.00	\$ 9.53
New hires, experienced:	\$ 7.00 - \$13.00	\$ 9.75
Experienced, 3 years with firm:	\$ 8.00 - \$15.00	\$12.00

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.61 - \$19.23	\$15.39
New hires, experienced:	\$15.39 - \$19.23	\$19.18
Experienced, 3 years with firm:	\$18.39 - \$23.97	\$22.40

A **few** (11%) employers also pay bonuses to employees working in this occupation.

## OTHER RELEVANT INFORMATION

## Hours Worked

**Almost all** (98%) employees worked full-time averaging 41 hours a week, and a **few** (2%) worked part-time averaging 23 hours a week.

## Unionization

**Some** (28%) firms, and **many** (47%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, and Teamsters Union Local 315.

## Gender

Male (93%), Female (7%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	56%	0%
Dental Insurance	44%	0%
Vision Insurance	39%	0%
Life Insurance	39%	0%
Paid Sick Leave	67%	0%
Paid Vacation	83%	6%
Retirement Plan	56%	0%
Child Care	0%	0%
Other	6%	0%
(Legal Services, and Tuition Reimbursement)		
percentage of employers offering employer-paid benefits		

## PROMOTIONAL OPPORTUNITIES

**Most** (72%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Manager
- Lead
- Production Operator
- Lead Material Technician
- Assistant Equipment Operator
- Paint-line Operator
- Shipper
- Research and Development

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

Occupation size: Medium

Projected new jobs: 120

Openings due to separations: 140

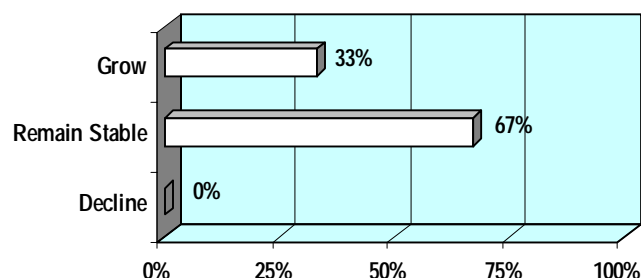
Projected growth between 1995-2002 is slower than average, 13.8%. (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **not difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (42%) vacancies filled over the last 12 months were due to new positions; **some** (32%) filled were due to employees leaving, and **some** (26%) filled were due to promotions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Walk-in applicants
- Employee referrals

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Adhesives and Sealants
- Metal Plating, Electroplating, Polishing and Anodizing
- Trucking and Hauling, Local
- Air Courier Services
- Motor Vehicle Parts and Supplies, Wholesale
- Lumber, Plywood, Millwork and Wood Panels, Wholesale
- Medical, Dental and Hospital Equipment, Wholesale
- Frozen Foods, Packaged, Wholesale
- Department Stores
- Family Clothing Stores
- Miscellaneous Retail Stores
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

519.663-014, 519.683-014, 569.683-010, 921.683-042, 921.683-050

For more information, see COG #190

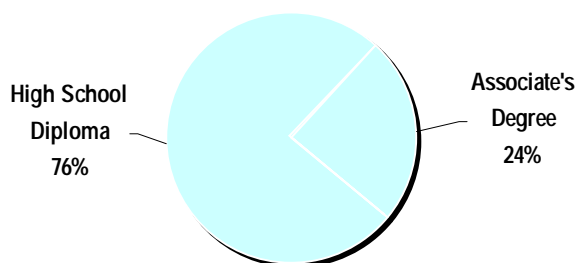
# INSTRUCTIONAL AIDES

17 Employers Represented

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils. **OES Code: 315211**

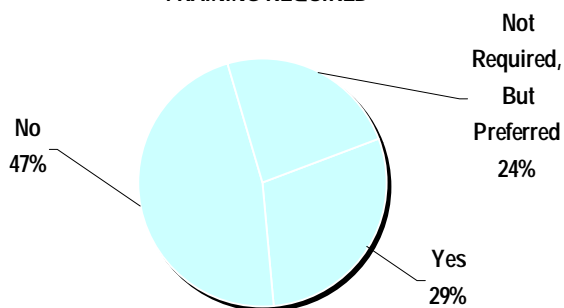
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



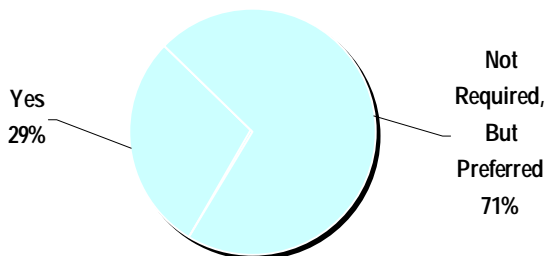
**Most** (76%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**Some** (29%) employers report that training is required prior to employment. **Most** (71%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 5 months On-the-Job training, Childcare, Supervision, Early Childhood Education (ECE) Units, Clerical, or Discipline Specific training.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Some** (29%) employers report that work experience is required. **Many** (40%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 10 months Teacher Aide, Educational Tutoring, Working with Children, Social Services, or Office/Technical.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Computer skills	0.9
Knowledge of spreadsheet, database, desktop publishing software	0.6

### Physical

Ability to lift at least 10 pounds	2.8
Stand continuously for 2 or more hours	2.6
Pass a pre-employment medical exam	1.4

### Personal

Ability to handle crises situations	2.5
Multicultural familiarity	1.8

### Basic

Ability to work independently	2.9
Verbal communication skills	2.6
English grammar and spelling skills	2.4
Basic math skills	2.3
Ability to perform routine, repetitive work	2.1

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Further education, completion of additional ECE units, planning, implementing, curriculum development, completion of a credential program, pass the California Basic Educational Skills Test (CBEST), bilingual skills, computer skills, people skills, writing, management, communication, and competence in vocational training.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Tutoring, literacy training, human resources, professional growth, love of children, and craft-making.

### COMPUTER SKILLS SOUGHT:

**Many** (53%) employers seek word processing; **many** (41%) employers seek database; **some** (29%) employers seek spreadsheet, and a **few** (18%) employers seek desktop publishing. Employers report the following software applications are used: Word, WordPerfect, Excel, Access, and PowerPoint.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward
- Chapman University Academic Center
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 9.00	\$ 8.00
New hires, experienced:	\$ 6.25 - \$10.50	\$ 9.00
Experienced, 3 years with firm:	\$ 7.50 - \$12.00	\$ 9.75

**Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.16 - \$14.06	\$12.59
New hires, experienced:	\$ 7.39 - \$15.42	\$13.89
Experienced, 3 years with firm:	\$ 8.50 - \$16.11	\$15.32

## OTHER RELEVANT INFORMATION

## Hours Worked

**Many** (49%) employees worked full-time averaging 33-40 hours a week; **some** (27%) worked temporary/on-call averaging 20 hours a week; **some** (20%) worked part-time averaging 16 hours a week, and a **few** (4%) worked seasonal averaging 29 hours a week.

## Unionization

**Many** (59%) firms, and **most** (66%) employees are union.

Employers report affiliations with the following unions:

Public Employees' Union Local 1, and California School Employees Association.

## Gender

Male (15%), Female (85%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	41%	12%
Dental Insurance	41%	12%
Vision Insurance	29%	12%
Life Insurance	12%	6%
Paid Sick Leave	59%	47%
Paid Vacation	47%	35%
Retirement Plan	12%	6%
Child Care	6%	6%
Other	0%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

**Most** (65%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Teacher (upon certification)
- Head Teacher
- Instructor
- Job Coach
- Team Leader
- Site Supervisor
- Coordinator
- Director

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 - 2002

Occupation size: Very Large

Projected new jobs: 320

Openings due to separations: 280

Projected growth between 1995-2002 is slower than average, 11.1%.

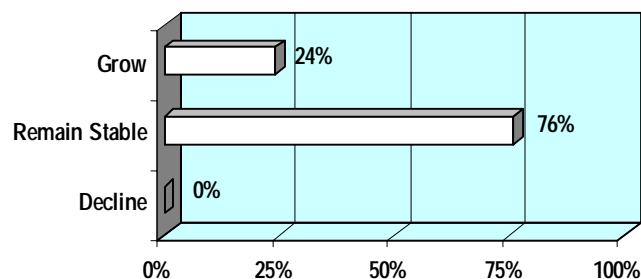
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (42%) vacancies filled over the last 12 months were due to employees leaving; **some** (26%) filled were due to new positions; **some** (20%) filled were due to promotions, and a **few** (12%) filled were due to temporary/on-call positions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (76%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (24%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Schools, Elementary and Secondary
- Colleges, Community and Technical Institutes
- Job Training and Vocational Rehabilitation Services
- Child Day Care Services
- Religious Organizations

Related Dictionary of Occupational Titles (DOT) Code:

219.467-010, 249.367-086, 249.367-074

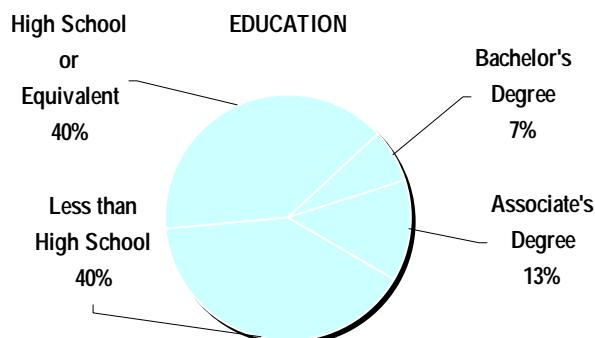
For more information, see COG #502

# INSTRUCTORS AND COACHES - SPORTS AND PHYSICAL

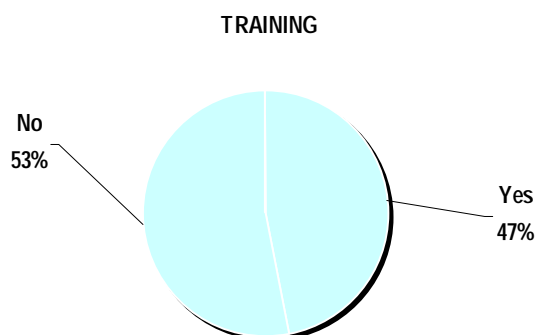
15 Employers Represented

Sports and Physical Training Instructors and Coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. Does not include persons required to hold teaching credentials or who coach professional athletic teams. **OES Code: 313210**

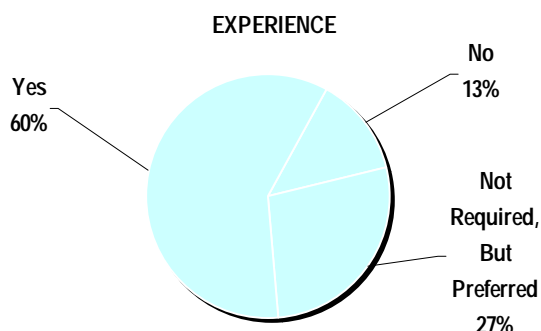
## EMPLOYER REQUIREMENTS



**Many** (40%) employers report that recent new hires have completed their High School Diploma or equivalent.



**Many** (47%) employers report that training is required prior to employment. **Most** (69%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 10 months AAFA/ACE Certification, Classical Ballet Training, Computer, Coaching Children, Coaching Principles, or Lifeguard Certification.



**Most** (60%) employers report that work experience is required. **Many** (46%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 8 months Coaching Students, Similar Teaching Job, Dance, or Gymnastics.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,

Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

### The most prevalent obstacle to promotion:

Lack of available positions	29%
Lack of training	14%
Lack of motivation	21%
Lack of upgraded skills	7%

### Training resources used to upgrade skills:

On-the-Job Training	50%
Workshops	50%
Apprenticeship	14%
Community College	0%
Adult Education	0%

### Apprenticeship training program availability:

No	57%
Yes	36%

### Type of employee found through a staffing service:

None of the Above	79%
Seasonal	7%
Temporary	0%
Project	0%
Temporary-to-Permanent	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Problem solving, people/facilities management, experience, presentation/public speaking skills, knowledge of business/sport, hard worker, and friendly.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Responsibility, event management, facilities management, experience with Pilates, and mind/ body knowledge.

### COMPUTER SKILLS SOUGHT: (6 of 15 firms responding)

Word Processing	83%
Spreadsheet	50%
Database	33%
Desktop Publishing	50%
Other	17%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000



502 Jobs Represented

## WAGES AND OTHER INFORMATION

### WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$5.75 - \$12.20	\$ 8.17
New hires, experienced:	\$7.00 - \$25.00	\$10.00
Experienced, 3 years with firm:	\$8.00 - \$30.00	\$15.00

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	10%	44
Part-Time	21%	12
Temporary/On-Call	1%	2
Seasonal	67%	22

### Unionization

Union firms	1 of 15	7%
-------------	---------	----

Benefits %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	20	0	13	0	7	0
Dental	20	0	7	0	7	0
Vision	7	0	0	0	7	0
Life	0	0	7	0	7	0
Sick	27	7	0	0	7	0
Vacation	33	13	0	0	7	0
Retirement	7	0	13	0	0	0
Child Care	0	0	0	0	0	0
Other	7	7	0	0	0	0
(Flexible hours)						

## PROMOTIONAL OPPORTUNITIES

**Many** (47%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Instructor/Supervisor
- Swimming Instructor
- Director/Vice President
- Senior Vice President
- Executive Vice President
- Manager/Gym Manager
- Team/Head Coach

Related **Dictionary of Occupational Titles (DOT) Code:**  
153.227-018, 099.224-010, 153.227-018

For more information, see COG #N/A

## EMPLOYMENT TRENDS

Occupation size: Large  
Projected new jobs: 300  
Openings due to separations: 50  
Gender: 63% Male 37% Female  
Projected growth between 1997 – 2004 is much faster than average, 34.1% (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

### Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

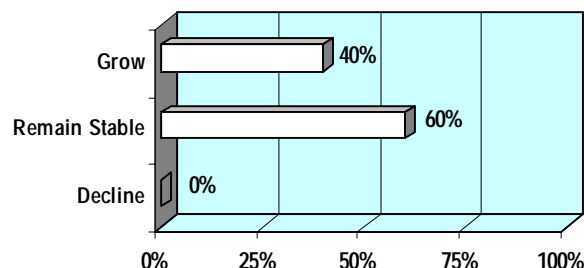
### Annual Turnover

Employers responding to the survey report an (4%) annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving ..... 8%  
New Positions ..... 5%  
Temporary ..... 87%

### EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referral
- Walk-in applicants
- Newspaper ads

## WHERE THE JOBS ARE

- Amusement & Recreation Services, N.E.C.
- Dance Studios, Schools & Halls
- Physical Fitness Facilities
- Schools & Educational Services, N.E.C
- Schools, Elementary & Secondary



# INTERNET WEB SITE DESIGNERS/DEVELOPERS

## (WEBMASTERS)

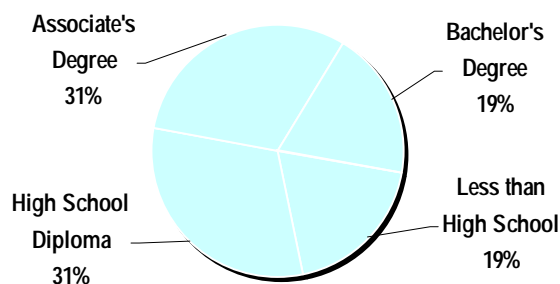
16 Employers Represented

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users.

Non OES Code: 031064999

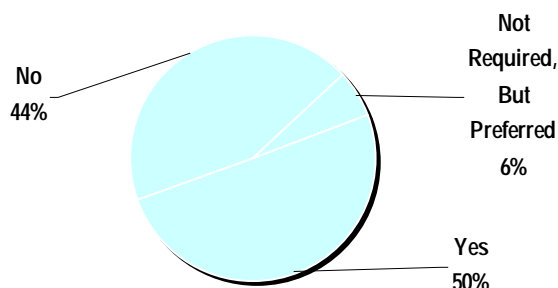
### EDUCATION, TRAINING AND EXPERIENCE

#### EDUCATION REQUIRED



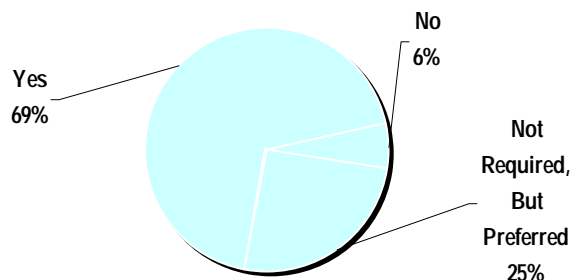
*Some* (31%) employers report that when hiring, the minimum education required is a High School Diploma.

#### TRAINING REQUIRED



*Many* (50%) employers report that training is required prior to employment. *Many* (40%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months HTML, Web Design, Computer, or BA Degree.

#### PREVIOUS WORK EXPERIENCE REQUIRED



*Most* (69%) employers report that work experience is required. *Most* (77%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 16 months Graphic Designer, Software Engineer (Entry level), Web Development, Networking, Programming, Computer Related, or Technical Systems Analyst.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

### OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Knowledge of Windows and Macintosh platforms	2.6
Knowledge of Photoshop, Adobe Illustrator, UNIX and C/C++	2.6
Knowledge of Java, PERL and VRML programming	2.4

#### Personal

Ability to work independently	3.0
Ability to work under pressure and meet deadlines	2.9
Creativity	2.8
Oral communication skills	2.5

#### Basic

Website design and editing skills	3.0
Knowledge of download time, bandwidth and Internet browsers	2.8
Knowledge of Internet protocols	2.1
Customer service skills	2.1

#### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Java, marketing, extensive Internet knowledge, creativity, self-starter, people skills, enthusiasm, reliability, and ability to work with little or no supervision.

#### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Network design peripherals, art background, Adobe, Photo Shop, Common Gateway Interface (CGI) Scripting, TCP/IP Protocols, HTML proficiency, and complex computer program language.

#### COMPUTER SKILLS SOUGHT:

*Many* (56%) employers seek word processing; *most* (69%) employers seek database; *many* (56%) employers seek spreadsheet; *almost all* (81%) employers seek desktop publishing, and *almost all* (94%) employers seek other (e.g. Front Page, SQL Server, Web Design, Adobe, Corel Web Designer, CGI Scripting, HTML, JAVA, Cyber Studio).

Employers report the following software applications are used: Word, WordPerfect, Excel, Access, Photoshop, and Page Maker.

#### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999

# INTERNET WEB SITE DESIGNERS/DEVELOPERS (WEB MASTERS)

51 Jobs Represented

## WAGES AND OTHER INFORMATION

### WAGES

#### Non-Union

	Range	Median
New hires, no experience:	\$15.82 - \$25.00	\$20.41
New hires, experienced:	\$11.00 - \$50.00	\$28.77
Experienced, 3 years with firm:	\$13.06 - \$70.00	\$35.73

### OTHER RELEVANT INFORMATION

#### Hours Worked

**Almost all** (94%) employees worked full-time averaging 40 hours a week, and a **few** (6%) worked part-time averaging 22 hours a week.

#### Unionization

**No** (0%) firms, and **no** (0%) employees are union.

#### Gender

Male (75%), Female (25%).

### FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	50%	0%
Dental Insurance	50%	0%
Vision Insurance	44%	0%
Life Insurance	56%	0%
Paid Sick Leave	69%	0%
Paid Vacation	75%	0%
Retirement Plan	44%	0%
Child Care	0%	0%
Other	6%	0%
(Free Internet Account)		
percentage of employers offering employer-paid benefits		

### PROMOTIONAL OPPORTUNITIES

**Many** (50%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- User-Interface Designer
- Application Developer
- Internet Business Director
- Manager
- Network Technician II
- Lead Project Supervisor or Manager
- Production Manager
- Senior Web Designer

## SIZE AND EMPLOYMENT OUTLOOK

### Contra Costa County

#### Occupational Forecast 1995 – 2002

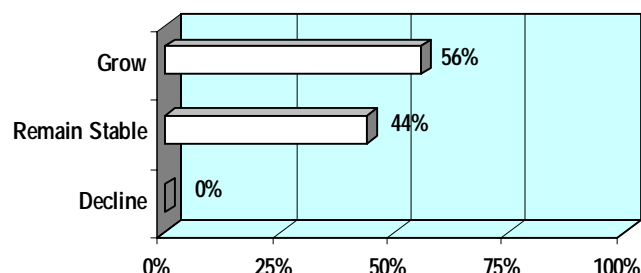
Occupation size: Data Not Available  
 Projected new jobs: Data Not Available  
 Openings due to separations: Data Not Available  
 Projected growth between 1995-2002, remain stable.  
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

### SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (75%) vacancies filled over the last 12 months were due to new positions; a **few** (10%) filled were due to temporary/on-call positions; a **few** (10%) filled were due to promotions, and a **few** (5%) filled were due to employees leaving.

#### EMPLOYMENT OVER THE NEXT 2 YEARS



**Many** (56%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (44%) expect it to remain stable.

### RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Internet
- Employees Referrals
- Newspaper Ads

### MAJOR EMPLOYING INDUSTRIES (In survey area)

- Software Development, Custom
- Computerized Information Retrieval Service
- Business Services, N.E.C.
- Colleges, Universities and Professional Schools
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:  
N/A

For more information, see COG #N/A

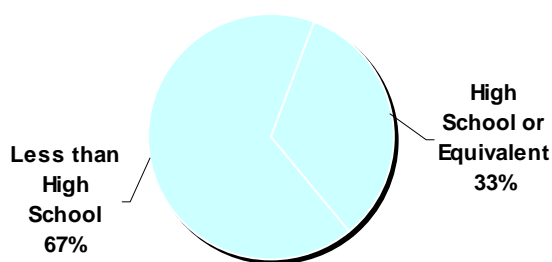
# JANITORS AND CLEANERS - EXCEPT MAIDS AND HOUSEKEEPING CLEANERS

15 Employers Represented

Janitors and Cleaners (except Maids and Housekeeping Cleaners) keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include Maids and Housekeepers. **OES Code: 670050**

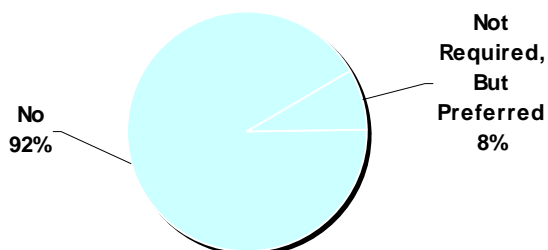
## EMPLOYER REQUIREMENTS

### EDUCATION



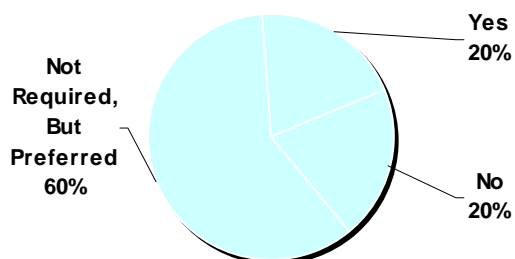
**Most** (67%) employers require less than a High School Diploma.

### TRAINING



**Almost all** (92%) employers report that training is not required prior to employment. **Type of training preferred:** An average of 3 months Cleaning. **Many** (50%) employers report that an average of 3 months of training is accepted as a substitute for experience.

### EXPERIENCE



**Some** (20%) employers report that work experience averaging 6 months is required. **Some** (33%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 4 months Housekeeping, Cleaning and Grounds Work.

## SKILL SETS

### New Skills

Wash windows and wax floors.

### Important Skills for Career Advancement

Bilingual, experience, supervision, training, dependable, detail-oriented, written communication, people skills, take and give directions, more knowledge and leadership ability.

### \*Computer Skills

Word Processing	100%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

Good transportation, good work ethic, understanding importance of customer satisfaction, English proficiency and ability to work without supervision.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001

### WAGES AND BENEFITS

#### WAGES

<b>Non-Union</b>	<b>Range</b>	<b>Median</b>
New hires, no experience:	\$6.75 - \$ 9.00	\$ 8.00
New hires, experienced:	\$6.75 - \$ 9.00	\$ 8.00
Experienced, 3 years with firm:	\$7.00 - \$12.00	\$10.00

<b>Union</b>	<b>Range</b>	<b>Median</b>
New hires, no experience:	\$7.64 - \$12.51	\$10.08
New hires, experienced:	\$7.64 - \$13.53	\$12.26
Experienced, 3 years with firm:	\$7.64 - \$14.18	\$12.26

Employers reported paying other compensation.

#### Hours Worked

	<b>% of Employees</b>	<b>Weekly Hours</b>
Full-Time	66%	39
Part-Time	23%	20
Temporary/On Call	10%	28
Seasonal	1%	20

**Shifts:** *Most* (60%) employers reported Day, *most* (67%) reported Swing, *some* (27%) reported Graveyard and Other: 5:30 PM - 2:00 AM.

#### Unionization

Union firms: *Some* (27%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	33	7	13	13	0	7
Dental	20	7	13	7	0	13
Vision	13	7	7	7	0	0
Life	13	7	0	7	0	0
Sick	27	13	0	7	0	0
Vacation	47	13	0	7	0	0
Retirement	0	0	13	0	0	7
Child Care	0	0	0	0	0	7
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

*Many* (53%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman
- Custodian II
- Supervisor

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
381.687-14 381.687-018 381.687-022 389.664-010

For more information, see COG #88

### EMPLOYMENT TRENDS

Occupation size: Very large  
 Projected new jobs: 760  
 Openings due to separations: 760  
 Gender: 65% Male 35% Female  
 Projected growth between 1997 – 2004 is average, 17.0%.  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

#### Degree of Difficulty in Finding Applicants

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.  
 Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

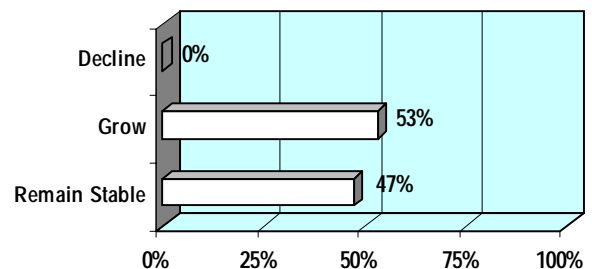
#### Annual Turnover

Employers responding to the survey report a (29%) annual turnover rate.

#### Percentage of New Hires in the Last Year

Employees Leaving .....	88%
New Positions .....	8%
Promotions .....	1%
Temporary .....	3%

#### EMPLOYMENT OVER THE NEXT 2 YEARS



### PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- In-House Promotions

### WHERE THE JOBS ARE

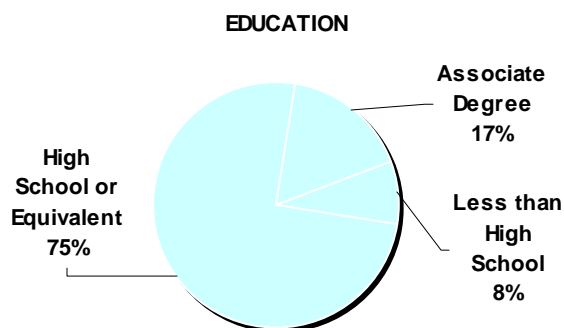
- Building Cleaning and Maintenance
- Colleges, Community and Technical Institute
- Government, N.E.C.
- Schools, Elementary and Secondary

# LICENSED VOCATIONAL NURSES

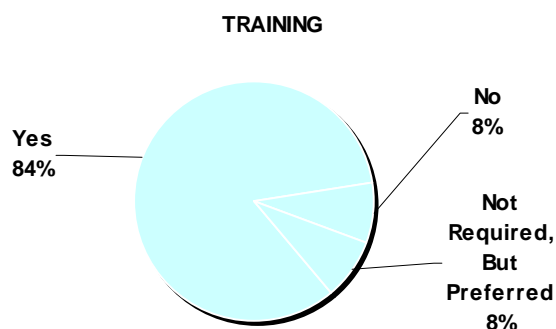
12 Employers Represented

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions. OES Code: 325050

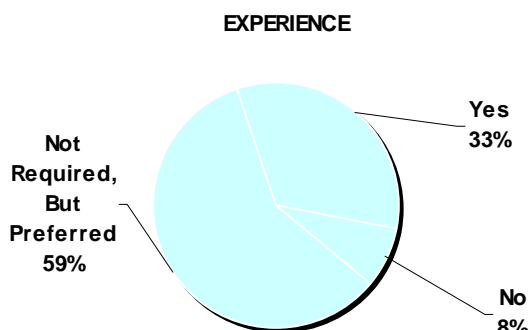
## EMPLOYER REQUIREMENTS



*Most* (75 %) employers require a High School Diploma.



*Almost all* (84%) employers report that training is required prior to employment. **Type of training required:** An average of 17 months LVN license/Certificate. *Some* (36%) employers report that an average of 8 months of training is accepted as a substitute for experience.



*Some* (33%) employers report that work experience averaging 10 months is required. A *few* (14%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 6 months Hospital LVN.

## SKILL SETS

**New Skills**  
Organizational.

### Important Skills for Career Advancement

Advanced degree, experience, leadership, job knowledge, RN license, interpersonal skills, and willingness to learn.

### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

English, following procedures.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001

## WAGES AND BENEFITS

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.00 - \$23.75	\$18.75
New hires, experienced:	\$15.50 - \$23.00	\$18.89
Experienced, 3 years with firm:	\$18.00 - \$26.25	\$19.52

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	67%	41
Part-Time	25%	22
Temporary/On Call	8%	18
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day; *almost all* (83%) reported Swing; and *most* (75%) reported Graveyard.

## Unionization

Union firms: A *few* (8%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	33	8	50	50	8	0
Dental	25	8	42	50	17	0
Vision	25	8	17	25	8	0
Life	33	25	0	8	0	0
Sick	75	50	8	8	8	0
Vacation	75	50	8	8	0	0
Retirement	8	8	58	42	0	0
Child Care	0	0	8	0	8	8
Other	0	0	0	0	8	0
401 k						

## PROMOTIONAL OPPORTUNITIES

*Most* (67%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Registered Nurse
- Director of Staff Development
- Supervisor
- Charge Nurse

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 079.374 - 014

For more information, see COG #313

## EMPLOYMENT TRENDS

Occupation size: Large  
 Projected new jobs: 240  
 Openings due to separations: 170  
 Gender: 19% Male 81% Female  
 Projected growth between 1997 – 2004 is faster than average, 23.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

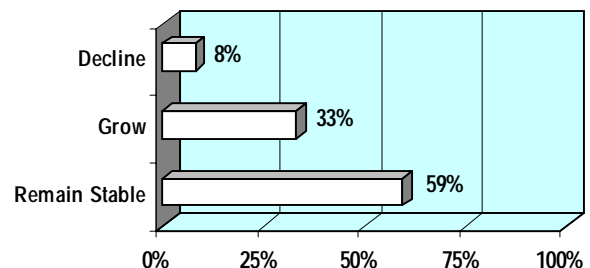
## Annual Turnover

Employers responding to the survey report a (15%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....67%  
 New Positions .....23%  
 Promotions ..... 9%  
 Temporary ..... 1%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- Walk-In Applicants

## WHERE THE JOBS ARE

- Nursing Care Facilities, Skilled
- Hospitals, General medical & Surgical
- Doctors of Medicine, Offices & Clinics
- Home Health Care Services

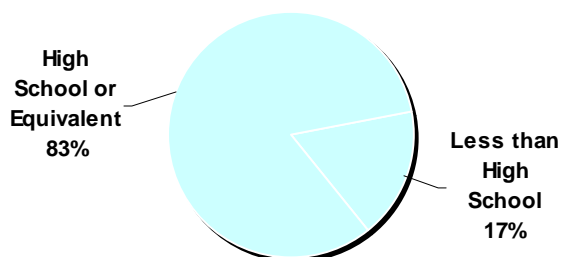
# LOAN AND CREDIT CLERKS

18 Employers Represented

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customer of acceptance or rejection of credit. Does not include Loan Interviewers. **OES Code: 531210**

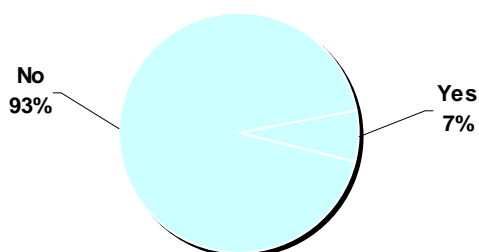
## EMPLOYER REQUIREMENTS

### EDUCATION



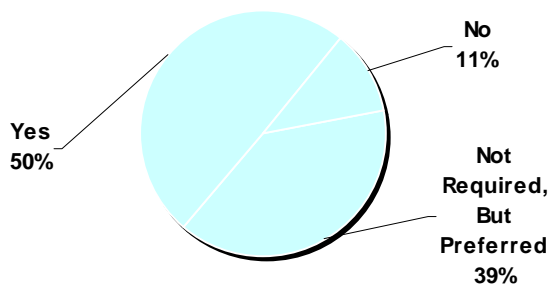
*Almost All* (83%) employers require a High School Diploma.

### TRAINING



A *few* (7%) employers report that training is required prior to employment. **Type of training required:** An average of 1 month Loan Processing. *Some* (31%) employers report that an average of 10 months of training is accepted as a substitute for experience.

### EXPERIENCE



*Many* (50%) employers report that work experience averaging 17 months is required. *Some* (38%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 19 months Commercial Loans and Lending, Sales, Clerical, or Loan Assistant.

## SKILL SETS

### New Skills

Interpreting policies, prioritizing workload, credit analysis, accounting, mortgage lending, Internet, human relations, dependability, good communication, computer literate, and e-mail.

### Important Skills for Career Advancement

Excellent oral and written communication, formal classes, outstanding performance, aptitude, attitude, organization, ability to handle stress, sales, technical competency, accuracy, work volume, specific knowledge, work ethic, comprehension, computer accounting, language, detail oriented, self-motivated, dependability, math, motivation, and multi-task operating.

### \*Computer Skills

Word Processing	81%
Spreadsheet	69%
Database	25%
Desktop Publishing	0%
Other	56%

(Credit Scoring, Mortgage Specific, Loan Origination, Lenders Credit Point, Internet, Counter Handler, Calyx-Do.)

\*Based on employers responding to this question.

### Skill Shortages

Writing, knowledge of loan origination, knowledge of Contour software, human relations, good attendance, attention to detail, taking responsibility for own actions, and spelling and grammar.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001



## WAGES AND BENEFITS

## WAGES

## Non-Union

	Range	Median
New hires, no experience:	\$ 7.50 - \$14.38	\$11.51
New hires, experienced:	\$10.00 - \$20.14	\$16.11
Experienced, 3 years with firm:	\$16.00 - \$28.77	\$21.58

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	94%	40
Part-Time	6%	27
Temporary/ On Call	0%	0
Seasonal	0%	0

Shifts: *All* (100%) employers reported Day.

## Unionization

Union firms None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	56	0	33	11	0	0
Dental	44	0	33	0	0	0
Vision	33	0	28	0	0	0
Life	44	0	6	0	6	0
Sick	78	17	6	0	6	0
Vacation	78	22	6	0	6	0
Retirement	39	17	17	0	22	0
Child Care	0	0	0	0	22	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

*Almost all* (83%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Loan Documentation Consultant
- Senior Document Processor
- Senior Credit Analyst
- Processor
- Underwriter

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:

205.367-022 219.362-038 219.367-046 249.362-014  
249.362-018 249.362-022

For more information, see COG #526

## EMPLOYMENT TRENDS

Occupation size: Medium  
Projected new jobs: 190  
Openings due to separations: 60  
Gender: 15% Male 85% Female  
Projected growth between 1997 – 2004 is faster than average, 25%  
(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

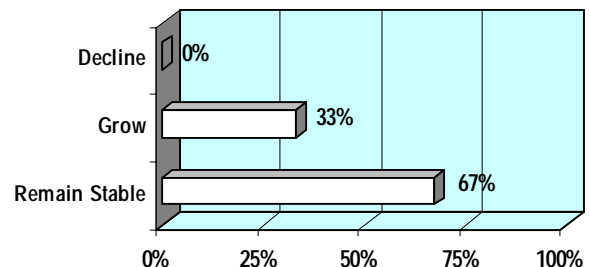
## Annual Turnover

Employers responding to the survey report a (16%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	26%
New Positions .....	51%
Promotions .....	23%
Temporary .....	0%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- In-House Promotion or Transfer
- Private Employment Agencies

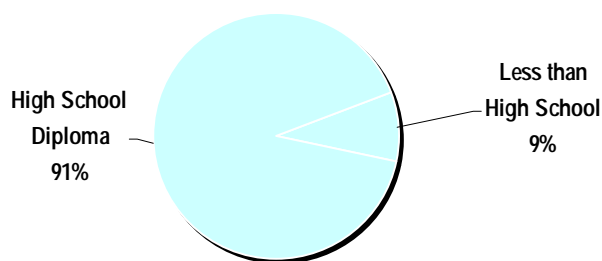
## WHERE THE JOBS ARE

- Banks, National Commercial
- Banks, State Commercial
- Credit Unions, Federally Chartered
- Mortgage Bankers & Loan Correspondents
- Loan Brokers
- Nondefinable Businesses

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations. **OES Code: 891080**

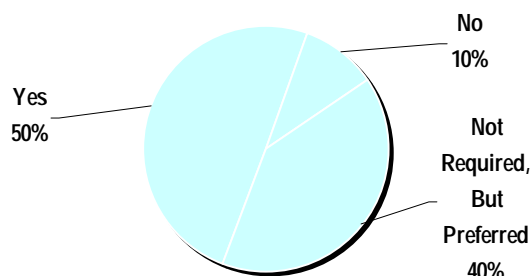
### EMPLOYER REQUIREMENTS

#### EDUCATION



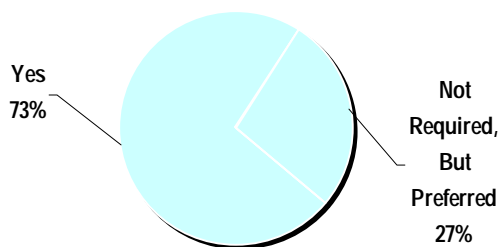
**Almost all** (91%) employers report that recent new hires have completed their High School Diploma or equivalent.

#### TRAINING



**Many** (50%) employers report that training is required prior to employment. **Most** (73%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 33 months Apprentice, Machine Shop, or Machinist Journey Class training.

#### EXPERIENCE



**Most** (73%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** Boilermakers, Pipefitters, Welders, and Millwrights.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of upgraded skills	36%
Lack of motivation	36%
Lack of available positions	36%
Lack of training	0%

#### Training resources used to upgrade skills:

On-the-Job Training	64%
Workshops	36%
Apprenticeship	18%
Adult Education	9%
Community College	9%

#### Apprenticeship training program availability:

No	55%
Yes	45%

#### Type of employee found through a staffing service:

None of the Above	64%
Temporary	18%
All of the Above	18%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Job knowledge, math skills, blueprint and time management.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Layout, blue print, web site search and time management.

### COMPUTER SKILLS SOUGHT: (6 of 11 firms responding)

Word Processing	33%
Spreadsheet	50%
Database	17%
Other	67%

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$9.50 - \$18.62	\$17.50
New hires, experienced:	\$10.00 - \$25.20	\$15.00
Experienced, 3 years with firm:	\$14.00 - \$26.15	\$20.00

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	83%	42
Part-Time	17%	25

## Unionization

Union firms	2 of 11	18%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	45	9	45	9	0	0
Dental	36	9	36	9	0	0
Vision	18	9	27	9	0	0
Life	18	0	9	0	0	0
Sick	27	0	0	0	0	0
Vacation	100	18	0	0	0	0
Retirement	55	9	9	0	0	0
Child Care	0	0	0	0	0	0
Other	18	18	0	0	0	0
(Annuity, workman's compensation)						

## PROMOTIONAL OPPORTUNITIES

**Many** (55%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Inspector
- Manager
- President/Vice President
- Service Technician

Related **Dictionary of Occupational Titles (DOT) Code:**  
600.280-034, 600.260-022

For more information, see COG #9

## EMPLOYMENT TRENDS

Occupation size: Medium  
 Projected new jobs: 110  
 Openings due to separations: 110  
 Gender: 97% Male 3% Female  
 Projected growth between 1997 – 2004 is slower than average, 14.7% (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

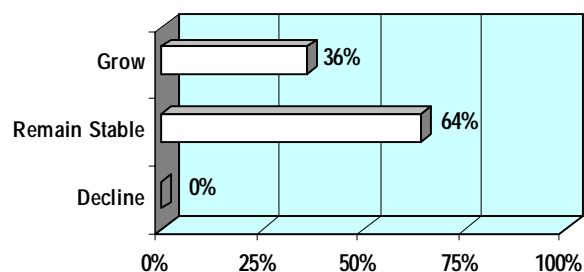
## Annual Turnover

Employers responding to the survey report a (7%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 21%  
 New Positions ..... 21%  
 Temporary ..... 59%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Walk-in applicants
- Employee referrals
- Newspaper ads
- In-house promotions or transfer

## WHERE THE JOBS ARE

- Dies & Tools, Jigs, Industrial Molds
- Machinery & Equipment Parts & Repair
- Motor Vehicle Parts & Accessories
- Petroleum Refining
- Repair Shops & Related Services, N.E.C.
- Sheet Metal Work

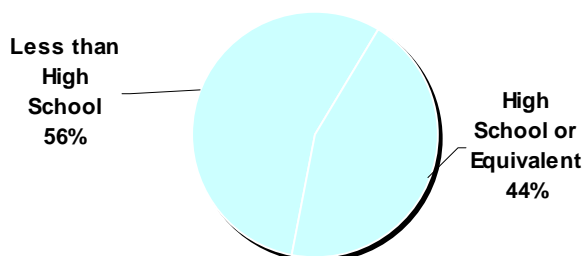
# MAIDS AND HOUSEKEEPING CLEANERS

16 Employers Represented

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture. OES Code: 670020

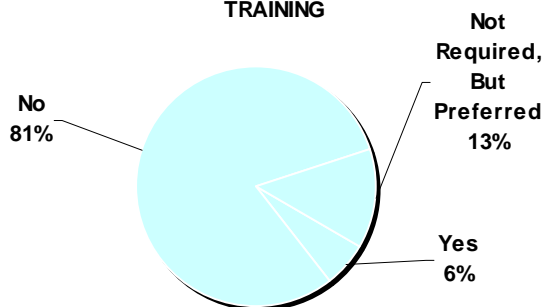
## EMPLOYER REQUIREMENTS

### EDUCATION



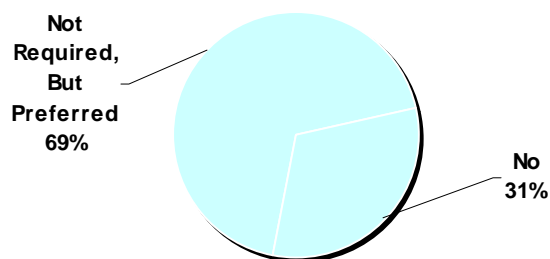
*Many* (56%) employers require less than a High School Diploma.

### TRAINING



A *few* (6%) employers report that training is required prior to employment. **Type of training required:** An average of 2 months Hotel/Motel Vocational, Personal or General Computer and Hospital Cleaning. *Most* (73%) employers report that an average of 3 months of training is accepted as a substitute for experience.

### EXPERIENCE



*Most* (69%) employers report that work experience averaging 5 months is not required, but preferred. *Most* (78%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 5 months Office Cleaning, Janitorial, Any Cleaning Custodian, and Other Hospitality.

## SKILL SETS

### New Skills

People skills, good attitude, able to use a calculator, basic math, ability to understand and read English and physical ability.

### Important Skills for Career Advancement

Office skills, scheduling, computer experience, organization, good communication, attention to detail, ability to see the "big picture", leadership, dependability, education, CNA program and English communication.

### \*Computer Skills

Word Processing	100%
Spreadsheet	100%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

Ability to speak or write English without interpreter and able to understand directions.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001

## WAGES AND BENEFITS

## WAGES

## Non-Union

	Range	Median
New hires, no experience:	\$6.75 - \$ 9.00	\$7.99
New hires, experienced:	\$6.75 - \$10.00	\$8.25
Experienced, 3 years with firm:	\$6.75 - \$12.00	\$8.63

Employers reported paying other compensation.

## Union

	Range	Median
New hires, no experience:	\$8.00 - \$ 8.75	\$8.09
New hires, experienced:	\$8.00 - \$ 8.75	\$8.09
Experienced, 3 years with firm:	\$8.00 - \$10.00	\$8.39

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	79%	40
Part-Time	18%	23
Temporary/On Call	3%	9
Seasonal	0%	0

**Shifts:** *Almost all* (94%) employers reported Day, *many* (56%) reported Swing and *some* (31%) reported Graveyard.

## Unionization

Union firms: *Some* (25%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	44	13	44	19	0	0
Dental	25	13	56	13	0	0
Vision	19	0	38	6	0	0
Life	19	0	19	0	0	0
Sick	69	25	19	6	0	0
Vacation	69	25	19	6	0	0
Retirement	6	6	31	0	13	6
Child Care	0	0	6	0	0	0
Other	0	0	6	0	6	6
Lodging agreement						

## PROMOTIONAL OPPORTUNITIES

**Most** (63%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Certified Nurses Assistant
- Executive Housekeeper
- Housekeeping Coordinator
- Lead Housekeeper

## OTHER INFORMATION

Related **Dictionary of Occupational Titles (DOT) Code:**  
323.687-010, 323.687-014, 323.687-018

For more information, see COG #551

## EMPLOYMENT TRENDS

Occupation size: Very large  
 Projected new jobs: 3250  
 Openings due to separations: 200  
 Gender: 15% Male 85% Female  
 Projected growth between 1997 – 2004 is average, 17.0%.  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: Data Not Available

Inexperienced: **Moderately Difficult.** Employer demand is somewhat greater than the supply of qualified applicants.

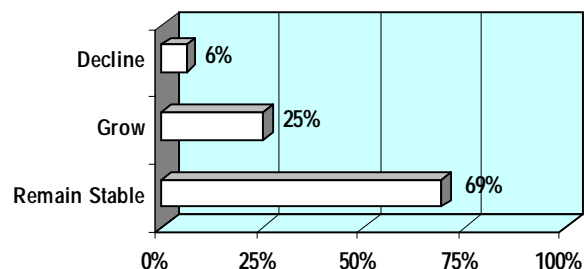
## Annual Turnover

Employers responding to the survey report a (24%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	72%
New Positions .....	8%
Promotions .....	3%
Temporary .....	17%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- Walk-In Applicants

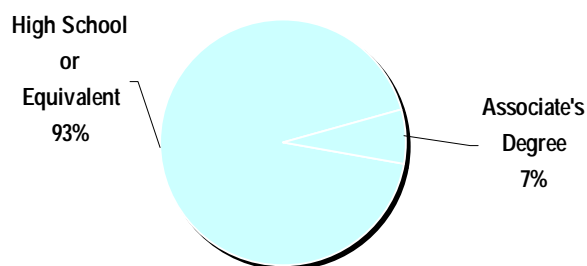
## WHERE THE JOBS ARE

- Building Owner-Operators, Apartments
- Hotel & Motels
- Nursing & Personal Care Facilities, N.E.C.
- Nursing Care Facilities, Skilled
- Real Estate Agents, Managers & Services
- Residential Care
- Restaurants, Caterers & Eating Places

Manager, Retail Store, manages a retail store which sells a specific line of merchandise, such as groceries, liquor, apparel, jewelry, furniture; or related lines of merchandise. They usually plan and prepare work schedules, work assignments (or supervise others to do so), formulate merchandise pricing policy, coordinate sales promotion activities, prepare merchandise displays and advertising copy. They supervise employees in: sales, taking inventory or cash reconciliation activities, operation record keeping, and the preparation of a daily record of transactions for accounting purposes. They may interview, hire and train employees, ensure compliance of employees with security, sales and record keeping procedures, order merchandise or prepare requisitions to replenish inventories and may answer customer questions. **OES Code: 185167999**

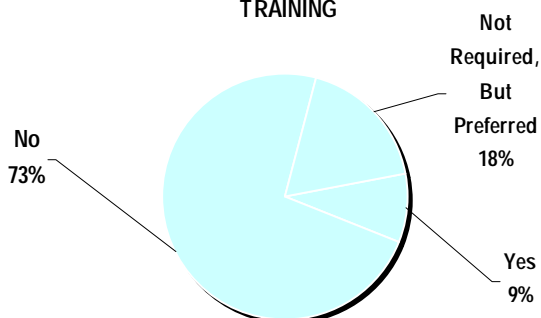
### EMPLOYER REQUIREMENTS

#### EDUCATION



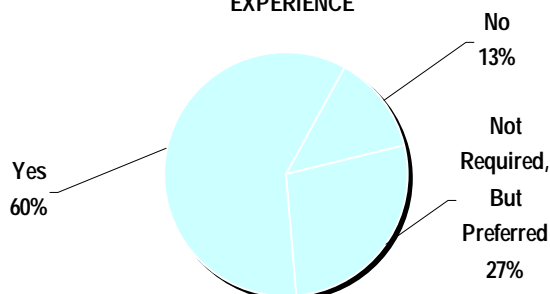
**Almost all** (93%) employers report that recent new hires have completed their High School Diploma or equivalent.

#### TRAINING



**A few** (9%) employers report that training is required prior to employment. **Most** (69%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 9 months Retail Sales, Auto Mechanic Experience, or Management Experience.

#### EXPERIENCE



**Most** (60%) employers report that work experience is required. **Most** (69%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 11 months Retail Sales, Management Experience, or Supervision.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	50%
Lack of motivation	20%
Lack of upgraded skills	10%
Lack of training	0%

#### Training resources used to upgrade skills:

On-the-Job Training	60%
Workshops	20%
Apprenticeship	10%
Adult Education	0%
Community College	0%

#### Apprenticeship training program availability:

No	80%
Yes	20%

#### Type of employee found through a staffing service:

None of the Above	80%
All of the Above	10%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Computer, merchandising, product knowledge, understanding of financial planning, people management, communication skills, years of experience as a store manager, customer service, leadership, and career minded.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Customer service, sales & recruiting, people skills, accounting skills, and personnel management.

#### COMPUTER SKILLS SOUGHT: (6 of 15 firms responding)

Word Processing	67%
Spreadsheet	50%
Database	17%
Other	67%

#### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.00 - \$16.00	\$11.51
New hires, experienced:	\$ 6.00 - \$18.41	\$13.11
Experienced, 3 years with firm:	\$ 9.01 - \$20.66	\$17.05

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	100%	45

## Unionization

Union firms	1 of 11	9%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	27	0	67	0	0	0
Dental	20	0	73	0	0	0
Vision	20	0	53	0	7	0
Life	27	0	33	0	7	0
Sick	80	0	13	0	0	0
Vacation	87	0	13	0	0	0
Retirement	33	0	40	0	7	0
Child Care	0	0	0	0	0	0
Other	20	0	40	0	13	0
(Company car, product discount, LTD)						

## PROMOTIONAL OPPORTUNITIES

**Most** (60%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Buyer/Assistant Buyer
- General Manager
- District/Regional Manager
- Senior Associate
- Team Leader/ District Team Leader
- Vice President
- Owner

Related **Dictionary of Occupational Titles (DOT) Code:**  
185.167-046, 299.137-010

For more information, see COG #242, 118, 536

## EMPLOYMENT TRENDS

Occupation size: Insufficient Data  
 Projected new jobs: Insufficient Data  
 Openings due to separations: Insufficient Data  
 Gender: 59% Male 41% Female  
 Projected growth between 1997 – 2004 Insufficient Data  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.  
 Inexperienced: **Moderately difficult.** Employer demand is somewhat greater than the supply of qualified applicants.

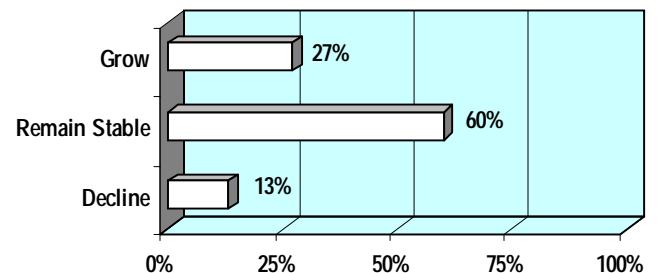
## Annual Turnover

Employers responding to the survey report a (18%) annual turnover rate.

## Percentage of New Hires in the Last year

Employees leaving ..... 47%  
 New Positions ..... 5%  
 Promotions ..... 47%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- In-house promotion or transfer
- Employee referrals
- Newspaper ads

## WHERE THE JOBS ARE

- Auto & Home Supply Stores
- Clothing Stores, Women's
- Department Stores
- Gift/Novelty/Souvenir Shops
- Grocery Stores
- Hardware Stores, Retail

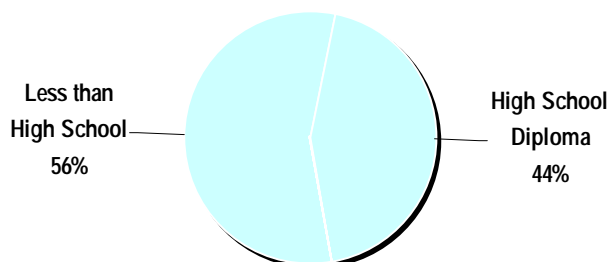


Manicurists clean, shape, and polish customers' fingernails and toenails. They also form or adhere artificial fingernails on customers' fingers.

OES Code: 680080

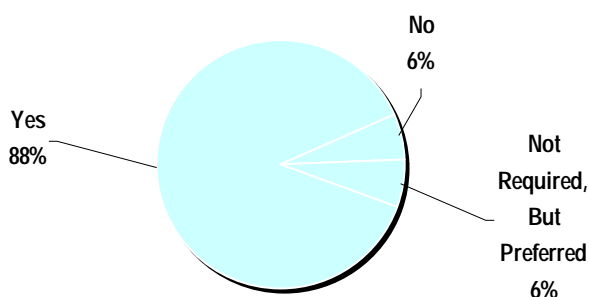
### EDUCATION, TRAINING AND EXPERIENCE

#### EDUCATION REQUIRED



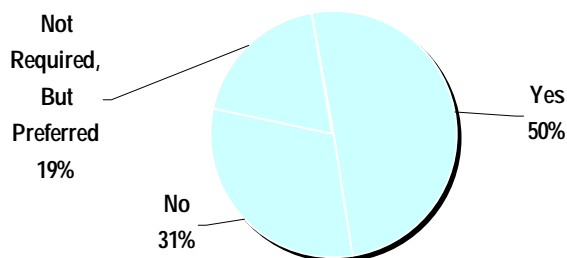
**Many** (56%) employers report that when hiring, the minimum education required is less than high school.

#### TRAINING REQUIRED



**Almost all** (88%) employers report that training is required prior to employment. A **few** (18%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 4 months On-the-Job training, or Manicurists License.

#### PREVIOUS WORK EXPERIENCE REQUIRED



**Many** (50%) employers report that work experience is required. A **few** (13%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months in Sales.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

### OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Completion of manicurist courses	3.0
Ability to assess the needs of customers	2.9
Knowledge of products related to nail care	2.8

#### Physical

Good eye-hand coordination	2.7
Good color perception	2.1
Ability to stand for prolonged periods	1.0

#### Personal

Friendly and tactful	3.0
Customer service oriented	2.8
Ability to communicate well with others	2.8

#### Basic

Knowledge of techniques and equipment to work on fingernails	3.0
Understanding of customer needs	2.9
Knowledge of sales techniques	1.3

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Good manners, good sense of humor, ability to perform professional work, customer service, team oriented, and ability to act as a roll model.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Pleasant personality, creativity, and dependability.

### COMPUTER SKILLS SOUGHT:

A **few** (6%) employers seek desktop publishing. Employers report the following software applications are used: Page Maker

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- De Loux Cosmetology
- Delta Beauty College, Inc.
- Designs School of Cosmetology
- Los Medanos College
- Paris Beauty College

## WAGES AND OTHER INFORMATION

## WAGES

*Non-Union*

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 6.00	\$ 5.75
New hires, experienced:	\$ 5.75 - \$ 8.00	\$ 5.75
Experienced, 3 years with firm:	\$ 5.75 - \$10.00	\$ 5.88

**"Almost all** (88%) employers pay commission to employees working in this occupation."

## OTHER RELEVANT INFORMATION

## Hours Worked

**Many** (49%) employees worked part-time averaging 22 hours a week; **many** (42%) worked full-time averaging 40 hours a week; a **few** (5%) worked temporary/on-call averaging 16 hours a week, and a **few** (3%) worked seasonal averaging 20 hours a week.

## Unionization

**No** (0%) firms, and **no** (0%) employees are union.

## Gender

Male (10%), Female (90%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	6%	0%
Dental Insurance	6%	0%
Vision Insurance	6%	0%
Life Insurance	0%	0%
Paid Sick Leave	13%	0%
Paid Vacation	13%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

A **few** (13%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead Manicurists
- Manager

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

Occupation size: Small

Projected new jobs: 40

Openings due to separations: 10

Projected growth between 1995-2002 is much faster than average, 66.7%.

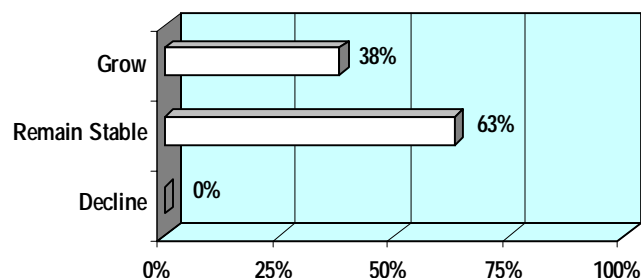
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **most** (63%) vacancies filled over the last 12 months were due to employees leaving, and **some** (38%) filled were due to new positions

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (63%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (38%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- Walk-in applicants

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Beauty Shops

Related Dictionary of Occupational Titles (DOT) Code:  
331.674-010, 331.674-014

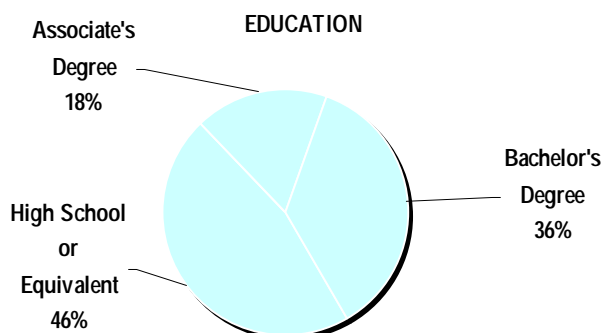
For more information, see COG #58

# MARKETING, ADVERTISING AND PUBLIC RELATIONS MANAGERS

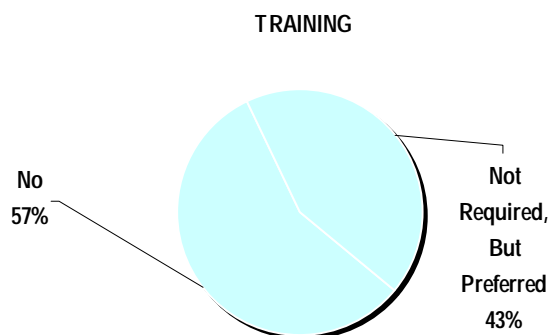
11 Employers Represented

Marketing, Advertising and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis. **OES Code: 130110**

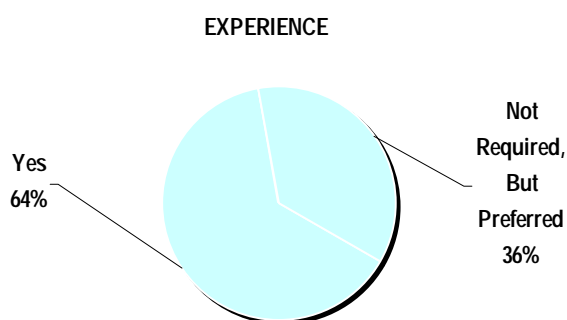
## EMPLOYER REQUIREMENTS



**Many** (46%) employers report that recent new hires have completed their High School Diploma or equivalent.



**No** (0%) employers report that training is required prior to employment. **Many** (55%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.



**Most** (64%) employers report that work experience is required. **Almost all** (80%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 18 months Sales, Health Services or Grocery Retail.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

### The most prevalent obstacle to promotion:

Lack of available positions	67%
Lack of upgraded skills	17%
Lack of motivation	17%
Lack of training	0%

### Training resources used to upgrade skills:

On-the-Job Training	67%
Workshops	50%
Adult Education	0%
Community College	0%
Apprenticeship	0%

### Apprenticeship training program availability:

Yes	50%
No	50%

### Type of employee found through a staffing service:

None of the Above	100%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

People skills, public relations, leadership, commitment, computer skills, self-monitoring, and management skills.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Self-motivated and entrepreneurial.

### COMPUTER SKILLS SOUGHT: (9 of 11 firms responding)

Word Processing	89%
Spreadsheet	56%
Database	56%
Desktop Publishing	33%
Other	22%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$11.51 - \$31.96	\$21.58
Experienced, 3 years with firm:	\$14.58 - \$31.16	\$27.70

## Hours Worked

	<u>% of Employees</u>	<u>Weekly Hours</u>
Full-Time	98%	46
Part-Time	2%	16

## Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	9	0	82	0	9	0
Dental	9	0	82	0	9	0
Vision	0	0	55	0	9	0
Life	9	0	73	0	9	0
Sick	82	0	9	0	9	0
Vacation	82	0	9	0	9	0
Retirement	27	0	55	0	18	0
Child Care	0	0	0	0	27	0
Other	18	0	0	0	9	0
(Product discount, 401k)						

## PROMOTIONAL OPPORTUNITIES

**Most** (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Cluster Sales Manager
- Director of Catering
- Executive Director
- General Manager
- Regional Director of Sales
- Regional Manager
- Vice President/Group Head

Related **Dictionary of Occupational Titles (DOT) Code:**

163.167-010, 164.117-010, 164.117-014, 163.167-018

For more information, see COG #276

## EMPLOYMENT TRENDS

Occupation size: Large  
 Projected new jobs: 250  
 Openings due to separations: 150  
 Gender: 36% Male 64% Female  
 Projected growth between 1997 – 2004 is average, 16.7%  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Moderately difficult.** Employer demand is somewhat greater than the supply of applicants.

Inexperienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

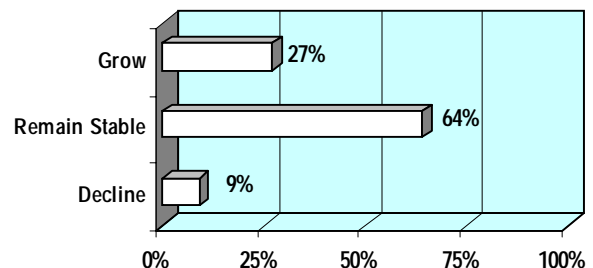
## Annual Turnover

Employers responding to the survey report a (94%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 71%  
 New Positions ..... 13%  
 Promotions ..... 16%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referrals
- Internet
- Newspaper ads
- In-house promotion or transfer

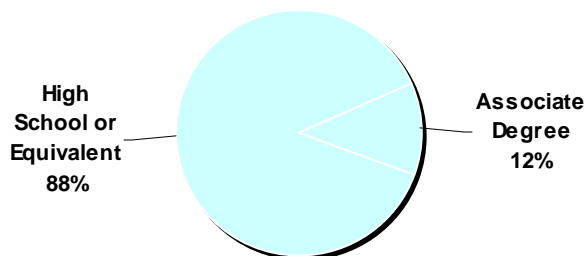
## WHERE THE JOBS ARE

- Computerized Information Retrieval Services
- Groceries, General Line, Wholesale
- Hotels & Motels
- Newspaper Publishing & Printing
- Office Equipment, Wholesale
- Residential Care

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physicians, handing instruments and materials to physicians as directed. They may schedule appointments, keep medical records, or perform other clerical duties. **OES Code: 660050**

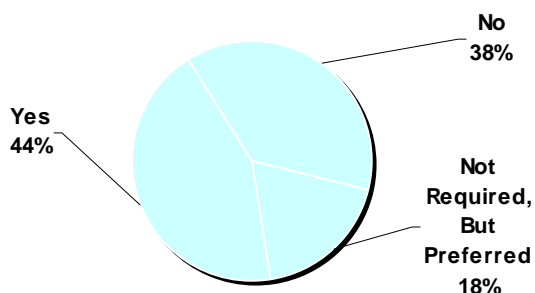
### EMPLOYER REQUIREMENTS

#### EDUCATION



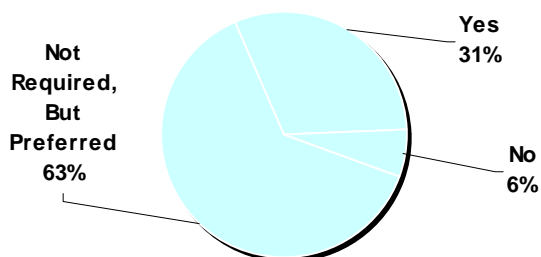
*Almost All* (88%) employers require a High School Diploma.

#### TRAINING



*Many* (44%) employers report that training is required prior to employment. **Type of training required:** An average of 12 months Medical Assistant Training and Certificate, Doctors Office Experience, LVN, RN, and Externship. *Most* (60%) employers report that an average of 6 months of training is accepted as a substitute for experience.

#### EXPERIENCE



*Some* (31%) employers report that work experience averaging 12 months is required. *Many* (54%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 10 months Medical, Cardiology, Nursing, Dental Assistant, or Receptionist.

### SKILL SETS

#### New Skills

Ability to give injections and operate an autoclave and centrifuge, finger-sticks, medical terminology, medical assistant classes, CPR, OSHA training, insurance knowledge, good communication, visual acuity, visual field testing, contact training, management, phlebotomy and Spanish speaking.

#### Important Skills for Career Advancement

Attention to detail.

#### \*Computer Skills

Word Processing	63%
Spreadsheet	13%
Database	25%
Desktop Publishing	0%
Other	63%

(Medical Manager Software, Word, Excel, Microsoft Office)

#### Skill Shortages

Organization, multi-tasking, follow-through, understanding insurance policies, ability to competently perform EKG's and blood pressure, HMO, basic history-taking, phlebotomy, pediatric infections, medical terminology, spelling, maturity, and ability to anticipate physician and patient needs.

\*Based on employers responding to this question.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## WAGES AND BENEFITS

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$14.00	\$10.50
New hires, experienced:	\$10.00 - \$16.00	\$12.50
Experienced, 3 years with firm:	\$12.00 - \$18.00	\$14.50

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	85%	39
Part-Time	12%	20
Temporary/On Call	3%	7
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day and a *few* (13%) reported Other: evenings and weekend work.

## Unionization

Union firms None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	100	0	0	0	0	6
Dental	63	0	0	0	13	0
Vision	31	0	0	0	0	0
Life	44	0	0	0	0	0
Sick	81	6	0	0	6	0
Vacation	75	6	0	0	6	0
Retirement	56	6	13	0	13	0
Child Care	0	0	0	0	0	0
Other	6	0	0	0	0	0
(Profit Sharing)						

## PROMOTIONAL OPPORTUNITIES

*Many* (44%) employers report that they promote employees to higher-level positions. Responding employers listed the following positions as promotional opportunities:

- Team Leader
- Supervisor
- Surgery and Authorization
- Billing Clerk

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
079.362-010 079.364-010 079.374-018 355.667-010

For more information, see COG #513

## EMPLOYMENT TRENDS

Occupation size: Large  
Projected new jobs: 300  
Openings due to separations: 180  
Gender: 1% Male 99% Female  
Projected growth between 1997 – 2004 is much faster than average, 33.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

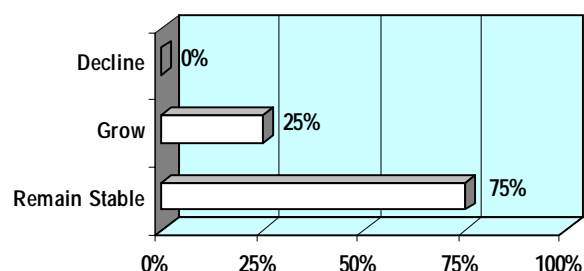
## Annual Turnover

Employers responding to the survey report a (45%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	60%
New Positions .....	30%
Promotions .....	10%
Temporary .....	0%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- School Program Referrals

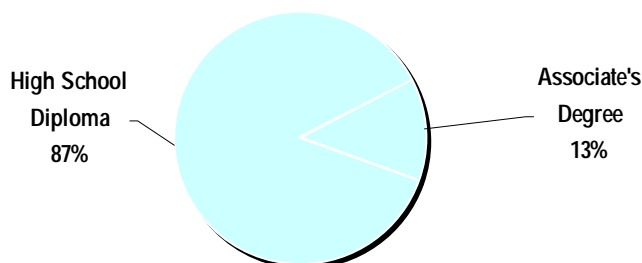
## WHERE THE JOBS ARE

- Doctors of Medicine, Offices & Clinics
- Outpatient Treatment Centers and Clinics, N.E.C.

Medical Records Technicians compile and maintain medical records of hospital and clinic patients. OES Code: 329110

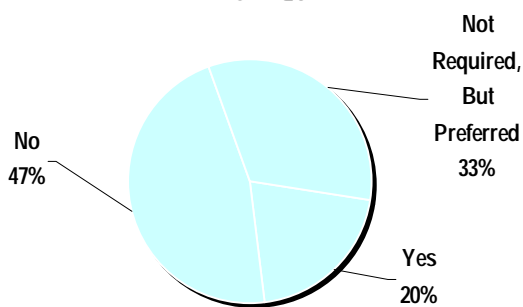
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



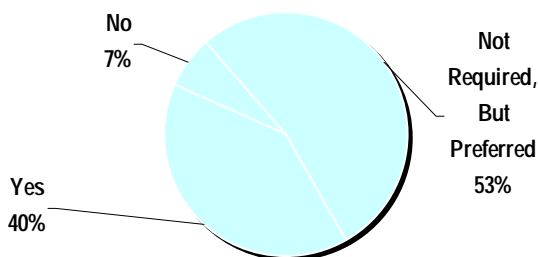
**Almost all** (87%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**Some** (20%) employers report that training is required prior to employment. **Most** (64%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 6 months Medical Field training, Accredited Records Technician Certification, or Medical Records Technician Vocational training.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Many** (40%) employers report that work experience is required. **Most** (64%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months Clerical, Stocking, Medical Related, Technician, Nursing, Medical Terminology Social Service, Bookkeeping, Nursing Administration, or Accredited Records Technician Certification.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Computer skills	2.3
Ability to work with office machines	2.2
Typing skills	1.7

### Physical

Ability to lift and carry heavy files	2.2
Ability to move heavy file carts	2.2

### Personal

Ability to communicate with doctors and staff	3.0
Ability to work on a team	3.0
Oral communication skills	2.8

### Basic

Ability to pay close attention to detail	3.0
Excellent alpha-numeric filing skills	2.8
Ability to write legibly	2.8

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Organizational, computer, communication, knowledge, high performance, medical assisting, Bachelor's degree, Accredited Records Technician (ART) certification, Nursing license, communication, medical terminology, and surgery scheduling.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Common sense, strong phone skills, nursing license, auditing, knowledge of physical therapy codes, filing, and knowledge of legal aspects of charting.

### COMPUTER SKILLS SOUGHT:

**Most** (75%) employers seek word processing; **many** (42%) employers seek database; **many** (42%) employers seek spreadsheet; a **few** (8%) employers seek desktop publishing, and **some** (33%) employers seek other (e.g. 3M Encoder, and Basic Computer Knowledge).

Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Contra Costa college
- Contra Costa County Regional Occupational Program
- Los Medanos College
- Martinez Adult School
- Mt Diablo Adult Education
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- Western Career College
- Worldwide Educational Services

Contra Costa County, 1999



## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$12.00	\$ 9.75
New hires, experienced:	\$ 7.00 - \$20.14	\$10.00
Experienced, 3 years with firm:	\$ 7.90 - \$21.10	\$11.50
<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$12.40 - \$12.40	\$12.40
New hires, experienced:	\$12.00 - \$19.06	\$12.40
Experienced, 3 years with firm:	\$13.24 - \$19.46	\$15.00

## OTHER RELEVANT INFORMATION

## Hours Worked

**Almost all** (87%) employees worked full-time averaging 40 hours a week; a **few** (10%) worked part-time averaging 26 hours a week, and a **few** (3%) worked temporary/on-call averaging 35 hours a week.

## Unionization

**Some** (20%) firms, and **many** (55%) employees are union. Employers report affiliations with the following unions: Office and Professional Employees International Union Local 29, and Health Care Workers Union Local 250 SEIU.

## Gender

Male (8%), Female (92%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	67%	20%
Dental Insurance	47%	13%
Vision Insurance	33%	7%
Life Insurance	33%	7%
Paid Sick Leave	80%	20%
Paid Vacation	80%	20%
Retirement Plan	40%	7%
Child Care	0%	0%
Other	0%	0%
percentage of employers offering employer-paid benefits		

## PROMOTIONAL OPPORTUNITIES

**Many** (53%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Clerk
- Analyst
- Supervision
- Accounting Troubler
- Surgery Scheduler
- Medical Assistant
- Assistant Director of Nursing
- Management

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

Occupation size: Small  
 Projected new jobs: 80  
 Openings due to separations: 30  
 Projected growth between 1995-2002 is much faster than average, 33.3%.

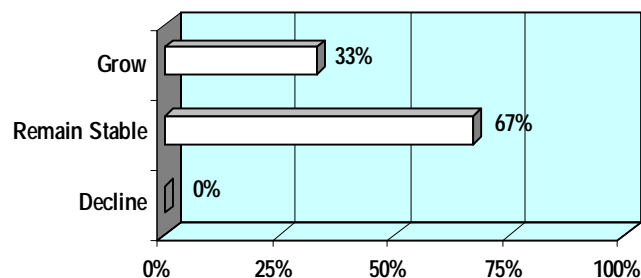
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (45%) vacancies filled over the last 12 months were due to employees leaving; **some** (34%) filled were due to temporary/on-call positions; a **few** (18%) filled were due to promotions, and a **few** (3%) filled were due to new positions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- Walk-in applicants

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Doctors of Medicine, Offices and Clinics
- Hospitals, General Medical and Surgical
- Nursing Care Facilities, Skilled
- Hospitals, Psychiatric
- Outpatient Treatment Centers and Clinics, N.E.C.
- Social Services, Individual and Family

Related Dictionary of Occupational Titles (DOT) Code:

079.362-014, 079.362-018

For more information, see COG #134

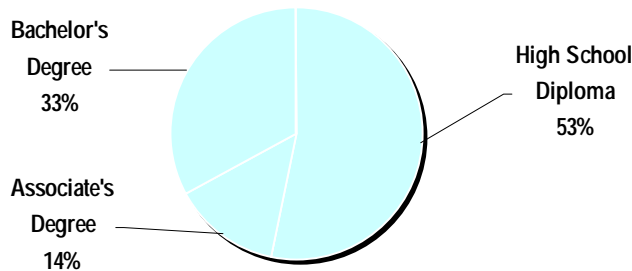
# NETWORK PROFESSIONALS

15 Employers Represented

Network Professionals are responsible for designing and maintaining a company's computerized information system, managing local and/or wide area networks. They may also include training network users, developing network strategies, downsizing mainframe and mini computer systems to PC networks. They build front-ends to specific applications. They may be certified or uncertified. **Non OES Code: 031132999**

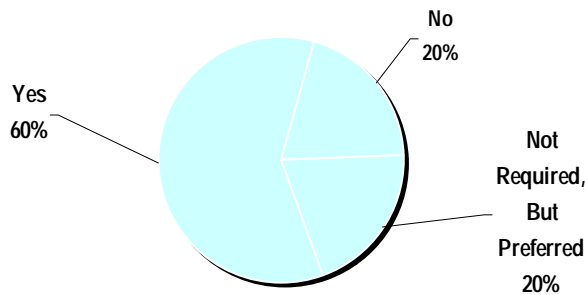
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



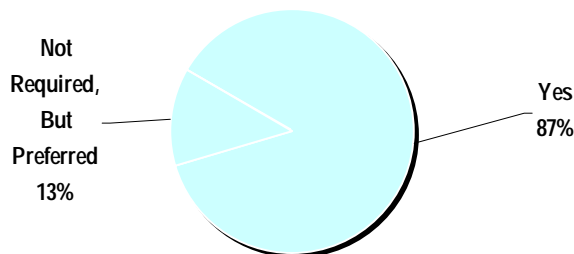
**Many** (53%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**Most** (60%) employers report that training is required prior to employment. **Many** (40%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 13 months Network Systems, Microsoft Certified Engineer and other Certifications, LAN Network, Continuous Studies, On-the-Job training, Novell, UNIX, Network Management, Internet, Various Operating Systems, or Network Engineer.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Almost all** (87%) employers report that work experience is required. **Many** (43%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 20 months Networking related, Technical Systems, LAN Administration, Accounting, or Computer related.

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Knowledge of microcomputer hardware systems	3.0
Ability to design multi-server networks	2.9
Knowledge of Internet, Ethernet, ATM and UNIX	2.8

### Personal

Ability to work on a team	3.0
Oral communication skills	2.9
Supervisory and leadership skills	2.0

### Basic

Ability to pay attention	3.0
Ability to write operating procedures	2.8
Ability to write proposals and make recommendations	2.6

## SKILLS NEEDED FOR CAREER ADVANCEMENT:

Management, technical, network certification, computer experience, project management, superior technical, business savvy, SQL training, additional experience, wireless, network, software, and programming.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Patience, good trainer, company specific software, continuous studies, networking, web design, gateways, routers, wireless, windows NT, MCSE, and timely reporting.

## COMPUTER SKILLS SOUGHT:

**Almost all** (80%) employers seek word processing; **most** (73%) employers seek database; **most** (73%) employers seek spreadsheet; **many** (40%) employers seek desktop publishing, and **most** (67%) employers seek other (e.g. Paradox, Database 615, Netware, Operating Systems, Windows NT, and UNIX). Employers report the following software applications are used: Word, Excel, Access, and Publisher.

## SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

*Non-Union*

	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$11.51 - \$35.96	\$22.53
Experienced, 3 years with firm:	\$19.18 - \$50.00	\$27.61

*"Some* (34%) employers also pay bonuses to employees working in this occupation."

## OTHER RELEVANT INFORMATION

## Hours Worked

*Almost all* (98%) employees worked full-time averaging 40 hours a week; a *few* (1%) worked part-time averaging 20 hours a week, and a *few* (1%) worked temporary/on-call averaging 40 hours a week.

## Unionization

*No* (0%) firms, and *no* (0%) employees are union.

## Gender

Male (73%), Female (27%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	33%	0%
Dental Insurance	20%	0%
Vision Insurance	20%	0%
Life Insurance	40%	0%
Paid Sick Leave	73%	0%
Paid Vacation	73%	0%
Retirement Plan	33%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

*Many* (47%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Director
- Information Group Manager
- Application Engineer
- Network Analyst II
- Network Manager
- Systems Administrator
- Lead or Senior Technician
- Supervisor

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

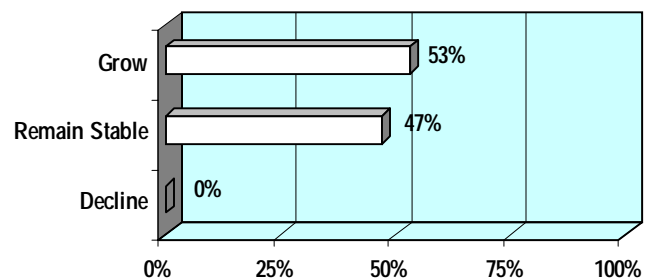
Occupation size: Data Not Available  
 Projected new jobs: Data Not Available  
 Openings due to separations: Data Not Available  
 Projected growth between 1995-2002, remain stable.  
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is *moderately difficult* to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report *almost all* (83%) vacancies filled over the last 12 months were due to temporary/on-call positions; a *few* (13%) filled were due to new positions, and a *few* (4%) filled were due to promotions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



*Many* (53%) employers responding expect this occupation's employment to grow over the next 2 years, and *many* (47%) expect it to remain stable.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Internet
- Newspaper ads
- In-house promotion

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Radio and T.V. Broadcasting and Communications Equipment
- Telephone Communications
- Machinery and Equipment, General Industrial Distribution
- Computer and Software Stores
- Banks, State Commercial
- Software Development, Custom
- Computer Related Services, N.E.C.
- Research and Development, Physical and Biological
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

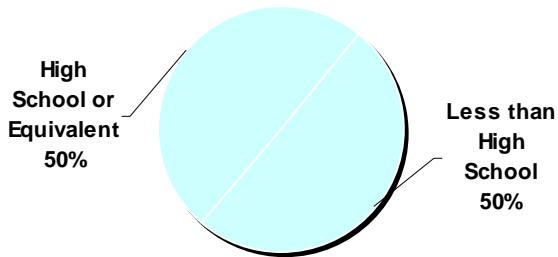
N/A

For more information, see COG #N/A

Nurses Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides. **OES Code: 660080**

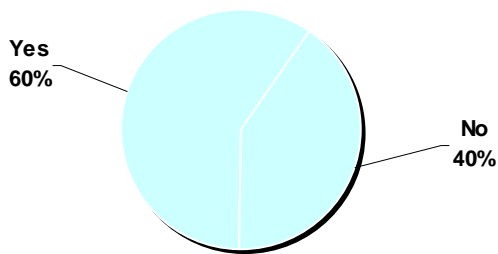
### EMPLOYER REQUIREMENTS

#### EDUCATION



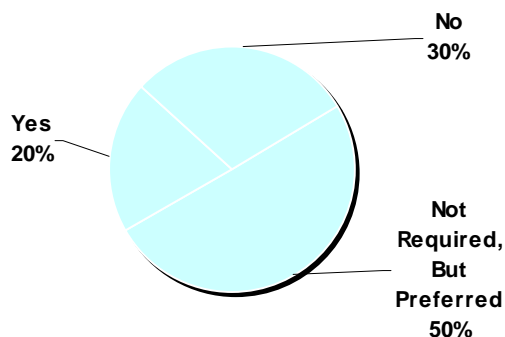
**Many** (50%) employers require a High School Diploma.

#### TRAINING



**Most** (60%) employers report that training is required prior to employment. **Type of training required:** An average of 4 months Classroom Certified Nurse Assistant Training. **Most** (71%) employers report that an average of 3 months of training is accepted as a substitute for experience.

#### EXPERIENCE



**Some** (20%) employers report that work experience averaging 9 months is required. **All** (100%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 8 months nursing home care giver, cook, in-home or acute hospital care giver.

### SKILL SETS

#### New Skills

Time management, interpersonal skills, dependability, cooperation, ability to assess situations and adjust quickly, and CNA license.

#### Important Skills for Career Advancement

Initiative, schooling, license, rehabilitation training, problem solving and organizational skills, and compassion.

#### \*Computer Skills

Word Processing	100%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

#### Skill Shortages

New trainees take longer to train and require more follow-up and retraining.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## WAGES AND BENEFITS

## WAGES

**Non-Union**

	Range	Median
New hires, no experience:	\$7.75 - \$12.00	\$11.00
New hires, experienced:	\$8.00 - \$13.00	\$11.71
Experienced, 3 years with firm:	\$9.00 - \$15.00	\$12.47

**Union**

	Range	Median
New hires, no experience:	\$8.00 - \$11.00	\$ 9.00
New hires, experienced:	\$9.00 - \$11.50	\$ 9.88
Experienced, 3 years with firm:	\$9.75 - \$12.00	\$10.63

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	67%	41
Part-Time	25%	23
Temporary/On Call	8%	13
Seasonal	0%	0

**Shifts:** *Almost all* (90%) employers reported Day; *almost all* (80%) reported Swing and Graveyard; and *some* (20%) reported Other: 24 hour and hourly.

## Unionization

Union firms: *Many* (40%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	30	0	70	30	0	0
Dental	20	0	60	30	10	0
Vision	10	0	30	20	10	0
Life	20	10	10	0	10	0
Sick	60	20	30	0	0	0
Vacation	70	20	30	10	0	0
Retirement	0	0	30	20	10	0
Child Care	0	0	0	0	0	0
Other	0	0	10	0	0	0
Educational benefits						

## PROMOTIONAL OPPORTUNITIES

*Almost all* (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Rehabilitation
- Clerical
- Nurse Aide Certified
- Team Leader

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
355.674-014 354.377-010 355.674-018 354.677-010

For more information, see COG #442

## EMPLOYMENT TRENDS

Occupation size: Large  
Projected new jobs: 520  
Openings due to separations: 200  
Gender: 14% Male 86% Female  
Projected growth between 1997 – 2004 is much faster than average, 28.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

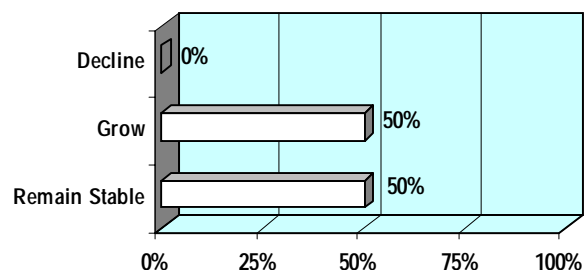
## Annual Turnover

Employers responding to the survey report a (27%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	61%
New Positions .....	17%
Promotions .....	4%
Temporary .....	18%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referrals
- Walk-in applicants
- Newspaper ads

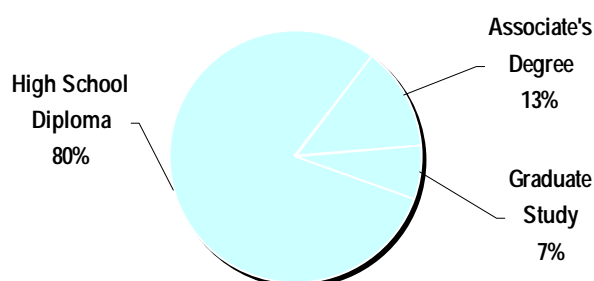
## WHERE THE JOBS ARE

- Home Health Care Services
- Nursing & Personal Care Facilities, N.E.C.
- Residential Care
- Skilled Nursing Facilities

Opticians design, measure, fit, and adapt lenses and frames for clients according to written optical prescriptions or specifications. They assist clients with selecting frames according to style and color, measure customers for size of eyeglasses, and coordinate frames with facial and eye measurements and optical prescription. In addition, they prepare work orders for optical laboratories containing instructions for grinding and mounting lenses in frames, verify the exactness of finished lens spectacles, adjust frame and lens position to fit clients, and shape or reshape frames. Includes Contact Lens Opticians. **OES Code: 325140**

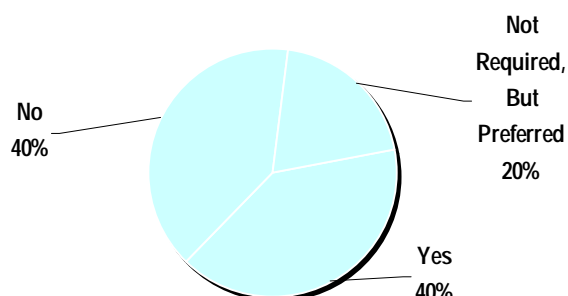
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



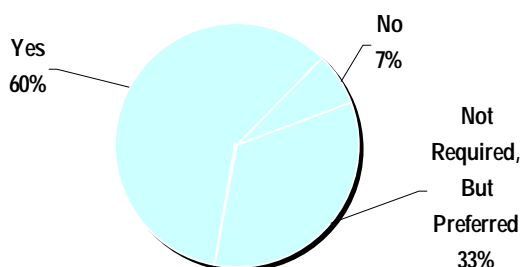
**Almost all** (80%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**Many** (40%) employers report that training is required prior to employment. **Some** (38%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 5 months Optical Theory and Lens Fabrication training, Optician Certificate, or American Board of Optometry State License.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Most** (60%) employers report that work experience is required. **Some** (31%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 17 months Customer Service, Technician, or Retail Sales.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Telephone answering skills	2.7
Alpha and Numeric filing skills	2.6
Data processing and word processing skills	1.9

### Physical

Ability to stand continuously for two or more hours	2.1
Ability to pass a pre-employment drug test	1.7

### Personal

Ability to work as part of a team	3.0
Oral communication skills	2.9
Ability to work independently	2.8

### Basic

Ability to read and follow instructions	2.8
Ability to perform routine, repetitive work	2.8

## SKILLS NEEDED FOR CAREER ADVANCEMENT:

Customer service, knowledge of the job, organizational skills, management of office, staff, facility, and personnel, technical knowledge, and math skills.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Communication, problem solving, and top-down selling training.

## COMPUTER SKILLS SOUGHT:

**Many** (47%) employers seek word processing; **some** (27%) employers seek database; a **few** (14%) employers seek spreadsheet; a **few** (14%) employers seek desktop publishing, and a **few** (14%) employers seek other (e.g. Office Mate, and RLI Optometric Software).

Employers report the following software applications are used: Word, Excel, Access, and Powerpoint.

## SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Martinez Adult School



## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$ 9.00	\$ 8.25
New hires, experienced:	\$ 8.00 - \$17.50	\$10.00
Experienced, 3 years with firm:	\$10.00 - \$20.00	\$12.50

## OTHER RELEVANT INFORMATION

## Hours Worked

**Almost all** (87%) employees worked full-time averaging 33-40 hours a week, and a **few** (13%) worked part-time averaging 24 hours a week.

## Unionization

A **few** (13%) firms, and **some** (21%) employees are union. Employers report affiliations with the following unions:  
Local 535 Social Services Union – American Federation of Nurses,  
and Union of American Physicians and Dentists.

## Gender

Male (28%), Female (72%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	5%	0%
Dental Insurance	1%	0%
Vision Insurance	3%	2%
Life Insurance	0%	0%
Paid Sick Leave	10%	1%
Paid Vacation	13%	2%
Retirement Plan	4%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

**Some** (33%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead Dispenser
- Branch Supervisor
- Management

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

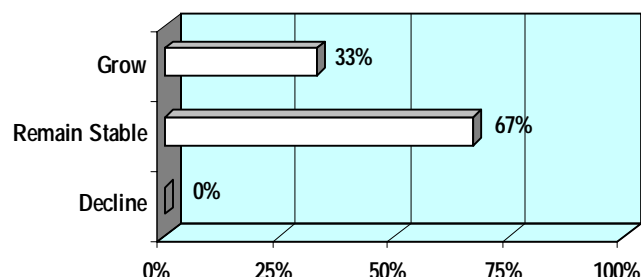
Occupation size: Small  
Projected new jobs: 10  
Openings due to separations: 20  
Projected growth between 1995-2002 is slower than average, 6.7%.  
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (46%) vacancies filled over the last 12 months were due to new positions; **many** (46%) filled were due to employees leaving, and a **few** (8%) filled were due to promotions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- Walk-in applicants

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Optical Goods Stores
- Offices of Optometrists
- Doctors of Medicine, Offices and Clinics
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:  
299.361-010, 299.361-014

For more information, see COG #167, 470

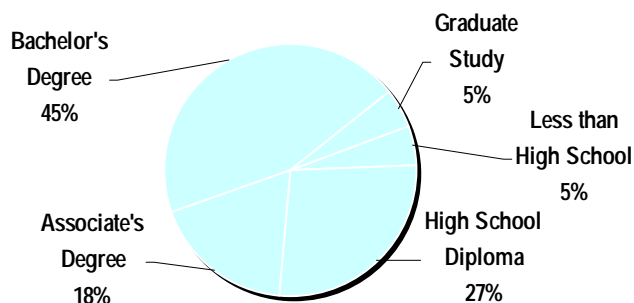


## PERSONNEL, TRAINING, AND LABOR RELATIONS SPECIALISTS 22 Employers Represented

Personnel, Training, and Labor Relations Specialists conduct programs of recruitment, selection, placement, training, promotion, welfare, safety, compensation, or separation of employees. They may specialize in specific areas such as labor-management relations, counseling, job analysis, position classification, training, or compensation. Does not include workers primarily involved in personnel research and in the administration of testing and counseling programs for which a background in psychology is required. Also does not include employment interviewers in private or public agencies. **OES Code: 215110**

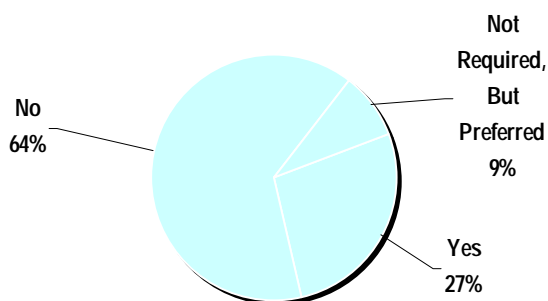
### EDUCATION, TRAINING AND EXPERIENCE

#### EDUCATION REQUIRED



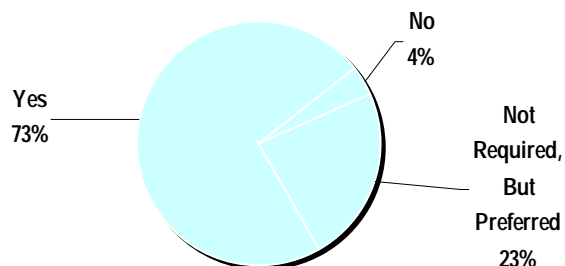
**Many** (45%) employers report that when hiring, the minimum education required is a Bachelor's degree.

#### TRAINING REQUIRED



**Some** (27%) employers report that training is required prior to employment. **Some** (24%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 21 months Computer, Clerical, Human Resources Management/Administration, or Human Resources Degree.

#### PREVIOUS WORK EXPERIENCE REQUIRED



**Most** (73%) employers report that work experience is required. **Some** (37%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 15 months Human Resources, Recruiting, Management, Labor Relations, or Payroll.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

### OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Understanding of labor relations practices and labor laws	2.4
Knowledge of personnel classification procedures	1.9
Understanding of employee benefit programs	1.9

#### Physical

Ability to pass a pre-employment medical exam	2.1
Ability to lift at least 10 pounds	2.0

#### Personal

Trained in diversity	2.6
Tactfulness	2.4
Ability to plan and organize the work of others	2.4

#### Basic

Ability to work as part of a team	2.9
Good command of the English language	2.9
Ability to write effectively	2.8

#### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Knowledge of all aspects of human resources management, leadership, compensation analysis, technical knowledge, supervisory, customer service, success at filling positions, experience, training, negotiation, computer, college education, ability to work independently, coordinating activities, interpersonal, presentation, organizational, and ability to guide employees.

#### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Recruiting, excellent oral and written, ability to work in teams, good communication, facilitation, and people skills.

#### COMPUTER SKILLS SOUGHT:

**All** (100%) employers seek word processing; **many** (50%) employers seek database; **almost all** (86%) employers seek spreadsheet, a **few** (5%) employers seek desktop publishing, and a **few** (9%) employers seek other (e.g. Vista, Lotus Organizer, SAP, and HTE). Employers report the following software applications are used: Word, WordPerfect, Excel, and Access.

#### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University – Hayward
- Chapman University Academic Center
- Contra Costa College
- Diablo Valley College
- Frederick W. Taylor University
- Golden Gate University
- Los Medanos College
- University of California, Berkeley
- University of San Francisco – College of Professional Studies

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.33 - \$25.89	\$15.34
New hires, experienced:	\$11.99 - \$31.16	\$19.09
Experienced, 3 years with firm:	\$12.90 - \$35.96	\$22.03

## OTHER RELEVANT INFORMATION

## Hours Worked

**Almost all** (96%) employees worked full-time averaging 40 hours a week, and a **few** (4%) worked part-time averaging 29 hours a week.

## Unionization

A **few** (14%) firms, and a **few** (4%) employees are union. Employers report affiliations with the following unions: Local 1179, PACE, and Local 21 REMA.

## Gender

Male (40%), Female (60%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	50%	0%
Dental Insurance	45%	0%
Vision Insurance	45%	0%
Life Insurance	73%	0%
Paid Sick Leave	95%	9%
Paid Vacation	95%	9%
Retirement Plan	59%	5%
Child Care	9%	0%
Other (Long Term Disability)	14%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

**Most** (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Advisor
- Coordinator
- Personnel Assistant
- Analyst II, III
- Senior Personnel Analyst
- Senior Staff Consultant
- Human Resources Manager
- Director of Human Resources
- Personnel, Staffing, Store, District, or Regional Manager
- Regional Trainer
- Operations
- Labor Relations Representative
- Vice President

Related **Dictionary of Occupational Titles (DOT) Code:**

099.167-010, 166.167-010, 169.107-010, 169.167-062, 169.207-010  
For more information, see COG #135

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

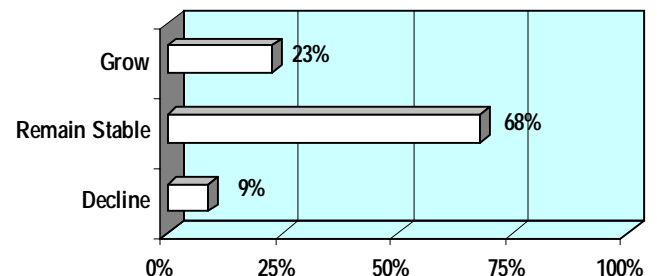
Occupation size: Medium  
Projected new jobs: 190  
Openings due to separations: 110  
Projected growth between 1995-2002 is faster than average, 25.0%.  
(Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **very difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (45%) vacancies filled over the last 12 months were due to employees leaving; **some** (36%) filled were due to promotions, and a **few** (19%) filled were due to new positions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (68%) employers responding expect this occupation's employment to remain stable over the next 2 years; **some** (23%) expect it to grow, and a **few** (9%) expect it to decline.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotion or transfer
- Internet

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Petroleum, Crude and Natural Gas Production
- Petroleum Refining
- Gas and Other Combined Services
- Department Stores
- Banks, National Commercial
- Software Development, Prepackaged
- Computer Related Services, N.E.C.
- Hospitals, Psychiatric
- Schools and Educational Services, N.E.C.
- Labor Unions and Labor Organizations
- Management Services
- Local Government
- Administration of Urban Planning and Community and Rural Development

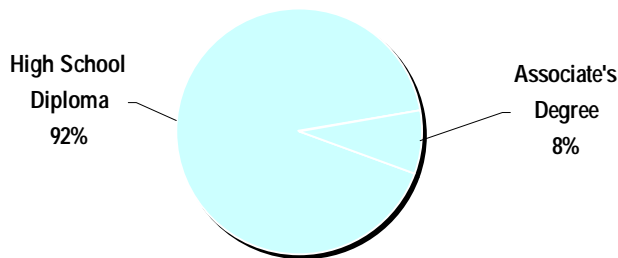
# PHYSICAL THERAPY AIDES

12 Employers Represented

Physical Therapy Aides prepare patients and treatment area for physical therapy treatments and assist Physical Therapists with treatments such as gait training, hydrotherapy, and exercise programs. They transport patients to and from treatment area and assemble and maintain equipment and supplies. They may perform routine clerical and related tasks. They work under continuous on-site supervision of a licensed/registered Physical Therapist. **OES Code: 660172**

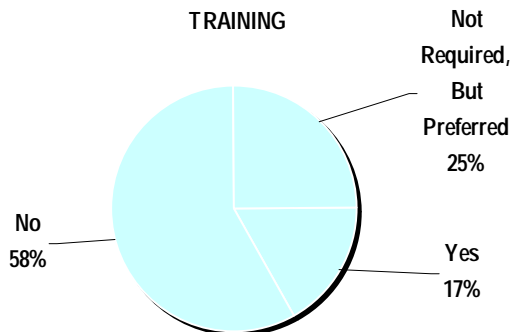
## EMPLOYER REQUIREMENTS

### EDUCATION



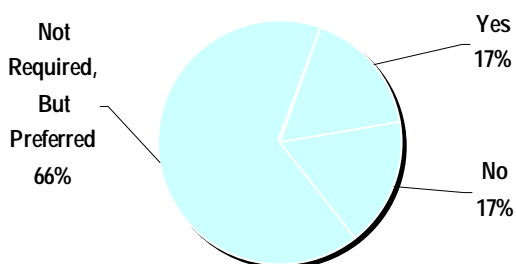
**Almost all** (92%) employers report that recent new hires have completed their High School Diploma or equivalent.

### TRAINING



A **Few** (17%) employers report that training is required prior to employment. **Almost all** (90%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 19 months Massage Therapy, or Athletic Training.

### EXPERIENCE



A **Few** (17%) employers report that work experience is required. **Almost all** (89%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 9 months Nursing Assistant, or Certified Athletic Trainer.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%  
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	42%
Lack of motivation	17%
Lack of training	8%
Lack of upgraded skills	8%

#### Training resources used to upgrade skills:

Community College	42%
On-the-Job Training	25%
Workshops	17%
Adult Education	0%
Other	8%

#### Apprenticeship training program availability:

No	75%
Yes	25%

#### Type of employee found through a staffing service:

None of the Above	92%
Temporary	8%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Time management, communication, and industry knowledge.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Electrical stimulation.

## COMPUTER SKILLS SOUGHT: (6 of 12 firms responding)

Word Processing	83%
Spreadsheet	33%
Database	33%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$8.00 - \$14.07	\$10.75
New hires, experienced:	\$8.00 - \$15.12	\$11.50
Experienced, 3 years with firm:	\$8.00 - \$16.18	\$12.00

**Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$8.00 - \$15.89	\$11.95
New hires, experienced:	\$8.00 - \$16.68	\$14.60
Experienced, 3 years with firm:	\$9.50 - \$19.31	\$16.04

## Hours Worked

	<u>% of Employees</u>	<u>Weekly Hours</u>
Full-Time	61%	40
Part-Time	19%	20
Temporary/On-Call	19%	21

## Unionization

Union firms	3 of 12	25%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	42	8	58	17	0	0
Dental	33	8	50	8	0	0
Vision	33	8	42	0	0	0
Life	42	8	42	8	0	0
Sick	83	17	17	8	0	0
Vacation	83	8	17	8	0	0
Retirement	42	8	25	8	8	8
Child Care	0	0	8	0	0	0

## PROMOTIONAL OPPORTUNITIES

**Some** (25%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Physical Therapist
- Occupational Therapist
- Physical Therapist Assistant

Related **Dictionary of Occupational Titles (DOT) Code:**

076.121-014, 076.224-010, 355.354-010

For more information, see COG #117, 143, 145, 547

## EMPLOYMENT TRENDS

Occupation size: Insufficient data  
 Projected new jobs: Insufficient data  
 Openings due to separations: Insufficient data  
 Gender: 21% Male 79% Female  
 Projected growth between 1997 – 2004: Insufficient data  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Not difficult**. Supply of qualified applicants is considerably greater than demand.

Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

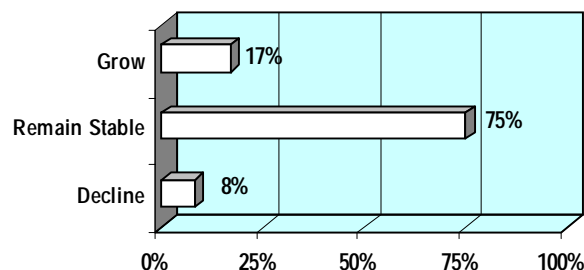
## Annual Turnover

Employers responding to the survey report a (27%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 63%  
 New Positions ..... 8%  
 Temporary ..... 29%

EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Walk-in applicants
- Employee referrals
- Newspaper ads

## WHERE THE JOBS ARE

- Doctors of Medicine, Offices & Clinics
- Health Practitioners, Offices & Clinics, N.E.C.
- Hospitals, General Medical & Surgical
- Nursing Care Facilities, Skilled

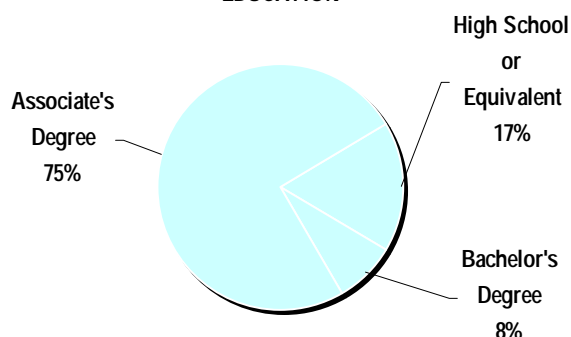
# PHYSICAL THERAPY ASSISTANTS

12 Employers Represented

Physical Therapy Assistants administer and assist with physical therapy treatments as planned and directed by a Physical Therapist. They administer treatments such as exercise, gait training, massage, whirlpool, and hot packs. They instruct, motivate, and assist patients with learning and improving functional activities. They may record patient treatments and maintain patient records. **OES Code: 660171**

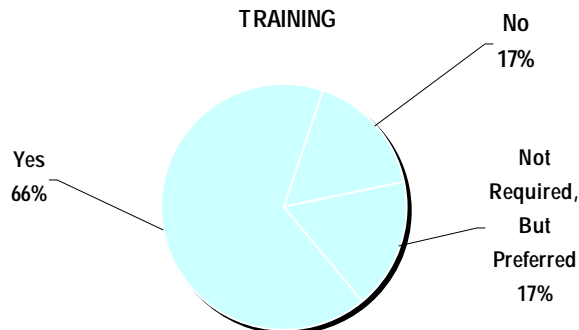
## EMPLOYER REQUIREMENTS

### EDUCATION



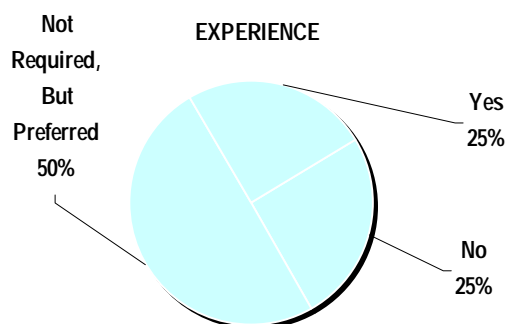
**Most** (75%) employers report that recent new hires have completed their Associate of Arts Degree.

### TRAINING



**Most** (66%) employers report that training is required prior to employment. **Many** (56%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 16 months ROP Program or Athletic Training, or two year Physical Therapy Assistant Program.

### EXPERIENCE



**Some** (25%) employers report that work experience is required. **Some** (38%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 20 months Customer Service in health areas, Acupressure, or Massage Therapy.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	42%
Lack of training	33%
Lack of upgraded skills	17%
Lack of motivation	8%

#### Training resources used to upgrade skills:

Other	42%
On-the-Job Training	25%
Workshops	8%
Adult Education	8%
Community College	8%
Apprenticeship	8%

#### Apprenticeship training program availability:

No	67%
Yes	25%

#### Type of employee found through a staffing service:

None of the Above	58%
Temporary	33%
Temporary-to-Permanent	8%
Seasonal	8%
Project	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Higher education, organization, industry knowledge, communication, time management, and occupational or physical therapy license.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Specific clinical training, valid CPR, and continuing education.

## COMPUTER SKILLS SOUGHT: (5 of 12 firms responding)

Word Processing	100%
Spreadsheet	20%
Database	40%
Desktop Publishing	20%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.50 - \$18.97	\$15.60
New hires, experienced:	\$14.38 - \$22.00	\$20.00
Experienced, 3 years with firm:	\$16.00 - \$25.00	\$20.50

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	39%	40
Part-Time	24%	21
Temporary/On-Call	37%	19

## Unionization

Union firms	2 of 12	17%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	33	8	42	33	0	0
Dental	33	8	42	33	0	0
Vision	33	8	25	25	0	0
Life	33	17	33	25	0	0
Sick	50	25	25	8	0	0
Vacation	50	25	25	8	0	0
Retirement	42	17	33	25	0	0
Child Care	0	0	8	8	0	0
Other	8	8	0	0	0	0
(Additional life insurance)						

## PROMOTIONAL OPPORTUNITIES

**Most** (58%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Aide
- Physical or Occupational Therapist
- Director
- Out-Patient Supervisor
- Clinic Manager

Related **Dictionary of Occupational Titles (DOT) Code:**

076.121-014, 076.224-010, 355.354-010

For more information, see COG #117, 143, 145, 547

## EMPLOYMENT TRENDS

Occupation size: Insufficient Data  
 Projected new jobs: Insufficient Data  
 Openings due to separations: Insufficient Data  
 Gender: 32% Male 68% Female  
 Projected growth between 1997 – 2004 Insufficient Data  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Not difficult**. Supply of qualified applicants is considerably greater than demand.

Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

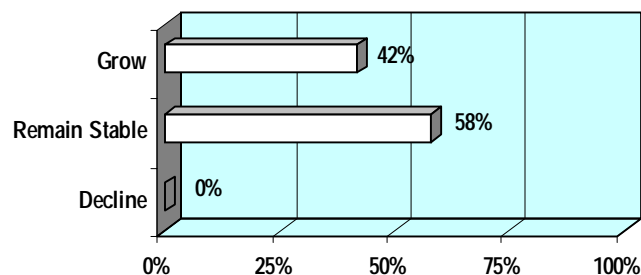
## Annual Turnover

Employers responding to the survey report a (22%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 31%  
 New Positions ..... 31%  
 Promotions ..... 19%  
 Temporary ..... 19%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

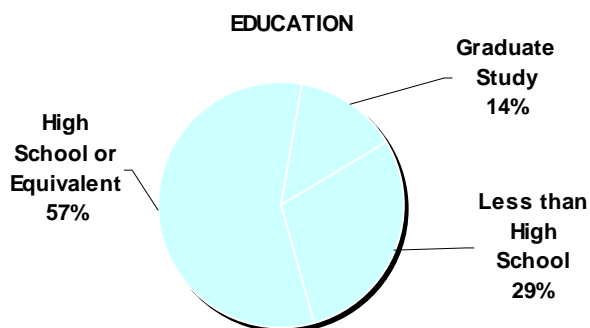
- Newspaper ads
- School, program referrals
- Employee referrals

## WHERE THE JOBS ARE

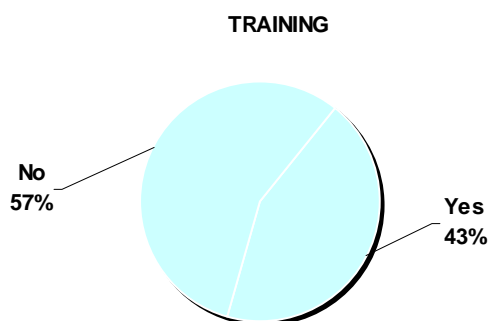
- Doctors of Medicine, Offices & Clinics
- Health Practitioners, Offices & Clinics, N.E.C.
- Hospitals, General medical & Surgical
- Nursing Care Facilities, Skilled
- Nursing & Personal Care Facilities, N.E.C.

Plastering and Stucco Masons apply coats of plaster onto interior or exterior walls, ceilings, and partitions of buildings to produce finished surfaces according to blueprints, architect's drawings, or oral instructions. OES Code: 873170

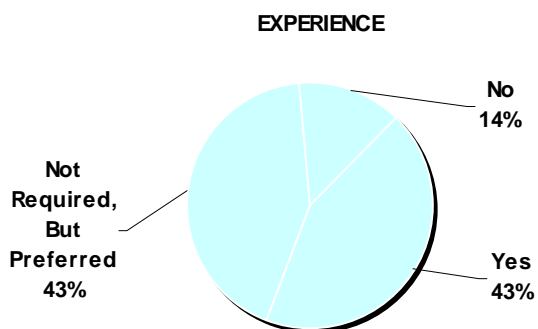
## EMPLOYER REQUIREMENTS



**Many** (57%) employers require a High School Diploma.



**Many** (43%) employers report that training is required prior to employment. **Type of training required:** An average of 48 months Plasterer Training and Union Training. **Most** (67%) employers report that an average of 38 months of training is accepted as a substitute for experience.



**Many** (43%) employers report that work experience averaging 33 months is required. **Some** (33%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 27 months Union trained or Construction.

## SKILL SETS

### New Skills

Written Communication.

### Important Skills for Career Advancement

Math, supervision, plan reading, verbal communication, management, leadership, organization and planning, computers, reliability and good work ethic.

### \*Computer Skills

Word Processing	100%
Spreadsheet	100%
Database	50%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

Organization, leadership and management skills of operation crews.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%



## WAGES AND BENEFITS

## WAGES

**Non-Union**

	Range	Median
New hires, no experience:	\$ 8.00 - \$15.00	\$10.00
New hires, experienced:	\$10.00 - \$28.00	\$20.00
Experienced, 3 years with firm:	\$15.00 - \$28.00	\$21.50

**Union**

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$26.76 - \$30.00	\$28.76
Experienced, 3 years with firm:	\$28.76 - \$31.64	\$30.00

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	98%	39
Part-Time	2%	20
Temporary/On Call	0%	0
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day.

## Unionization

Union firms: *Many* (43%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	71	0	0	0	14	0
Dental	43	0	0	0	0	0
Vision	43	0	0	0	0	0
Life	14	0	0	0	29	0
Sick	14	0	0	0	29	0
Vacation	43	0	0	0	0	0
Retirement	57	0	0	0	0	0
Child Care	0	0	0	0	14	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

*Most* (71%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman
- Project Superintendent Manager
- Lead
- Estimator

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
842.361-018 842.361-022 842.361-026 842.381-014

For more information, see COG #249

## EMPLOYMENT TRENDS

Occupation size: Small  
Projected new jobs: 70  
Openings due to separations: 40  
Gender: 98% Male 2% Female  
Projected growth between 1997 – 2004 is much faster than average, 33.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Not Difficult*. Supply of qualified applicants is considerably greater than demand.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

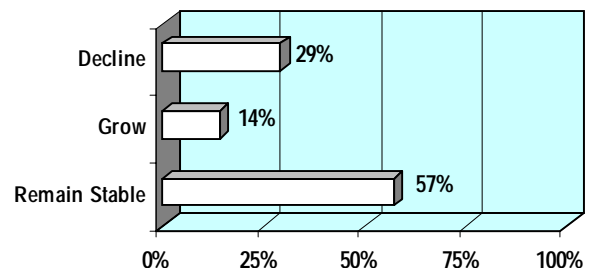
## Annual Turnover

Employers responding to the survey report a (8%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	4%
New Positions .....	5%
Promotions .....	0%
Temporary .....	91%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Union Hall Referrals
- In-house Promotion or Transfer

## WHERE THE JOBS ARE

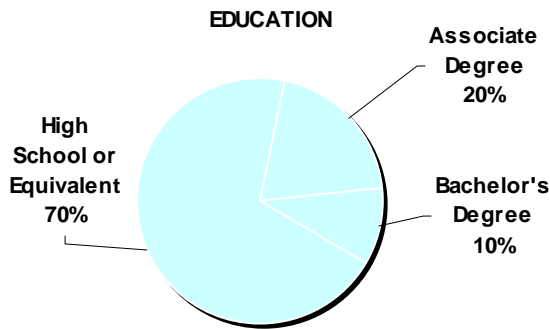
- Contractors, General, Single-Family Residential
- Contractors, Plastering, Drywall, Acoustical & Insulation

# POLICE PATROL OFFICERS

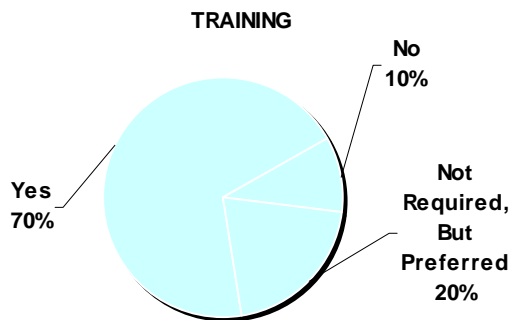
10 Employers Represented

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court. **OES Code: 630140**

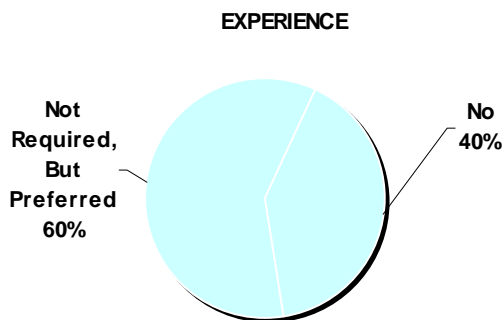
## EMPLOYER REQUIREMENTS



**Most** (70%) employers require a High School Diploma.



**Most** (70%) employers report that training is required prior to employment. **Type of training required:** An average of 7 months Police Basic Academy Graduate. A **few** (17%) employers report that an average of 5 months of training is accepted as a substitute for experience.



**Most** (60%) employers report that work experience averaging 10 months is preferred. **Many** (50%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 18 months Post Basic Certificate, Police Officer, Military or responsible employment.

## SKILL SETS

### New Skills

Oral communication, written communication, community policing, basic police academy, computer training and common sense.

### Important Skills for Career Advancement

Education, experience, training, strong work ethic, leadership, experience in multiple assignments, investigation experience, SWAT, college education, knowledge of current laws and knowledge of the job.

### \*Computer Skills

Word Processing	100%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

Writing skills, report writing, life experiences, maturity, computer skills, English usage, basic grammar and punctuality.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## WAGES AND BENEFITS

## WAGES

<i>Union/Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$20.71 - \$26.62	\$23.03
New hires, experienced:	\$20.71 - \$29.39	\$24.11
Experienced, 3 years with firm:	\$23.59 - \$31.29	\$27.76

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	100%	40
Part-Time	0%	0
Temporary/ On Call	0%	0
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day, Swing and Graveyard.  
A *few* (10%) reported Other: relief shifts.

## Unionization

Union firms: *Almost all* (90%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	80	0	20	0	0	0
Dental	80	0	20	0	0	0
Vision	40	0	30	0	0	0
Life	80	0	20	0	0	0
Sick	90	0	0	0	10	0
Vacation	90	0	0	0	10	0
Retirement	80	0	20	0	0	0
Child Care	10	0	0	0	10	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

*All* (100%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Sergeant
- Captain
- Lieutenant
- Corporal

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
375.367-014 375.367-018 379.263-014

For more information, see COG #457

## EMPLOYMENT TRENDS

Occupation size: Large  
Projected new jobs: 260  
Openings due to separations: 260  
Gender: 91% Male 9% Female  
Projected growth between 1997 – 2004 is faster than average, 20.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

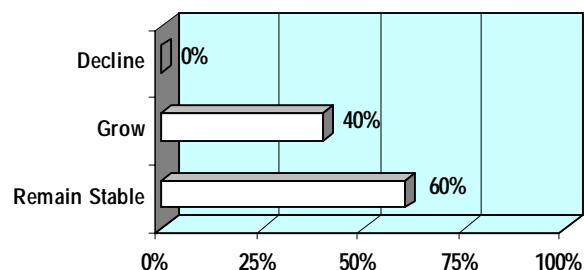
## Annual Turnover

Employers responding to the survey report a (10%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	54%
New Positions .....	11%
Promotions .....	35%
Temporary .....	0%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Trade Journals

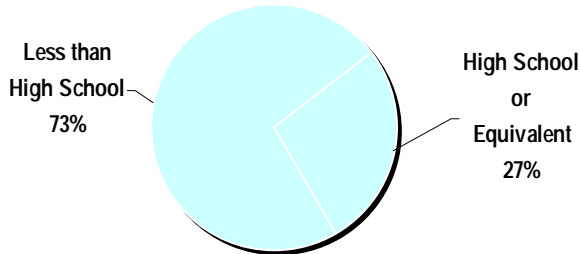
## WHERE THE JOBS ARE

- Executive/Legislative Officers
- Local Government
- Police Protection

Pruners prune and treat ornamental and shade trees and shrubs in yards and parks to improve their appearance, health, and value. They cut away dead and excess branches from trees using handsaws, pruning hooks, shears, and clippers. They may use truck-mounted hydraulic lifts and power pruners, and they may scrape decayed matter from cavities in trees and fill holes with cement to promote healing and prevent further deterioration. Does not include workers who also perform the duties of Sprayers and Applicators or Lawn Maintenance Workers. **OES Code: 790330**

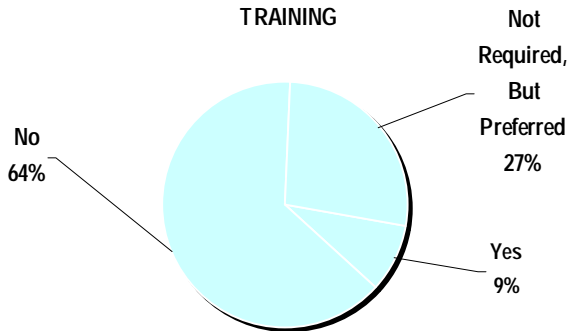
### EMPLOYER REQUIREMENTS

#### EDUCATION



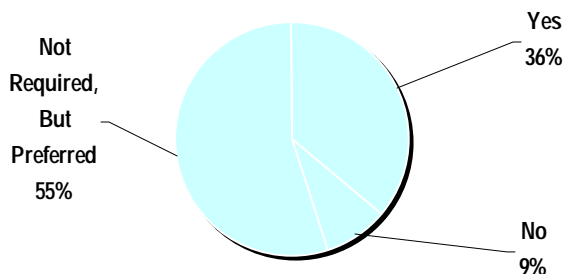
**Most** (73%) employers report that recent new hires have not completed their High School Diploma or equivalent.

#### TRAINING



**A few** (9%) employers report that training is required prior to employment. **Almost all** (80%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 8 months tree climbing, landscape, or saw cutting.

#### EXPERIENCE



**Some** (36%) employers report that work experience is required. **Some** (33%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 3 months landscaping.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of upgraded skills	55%
Lack of motivation	27%
Lack of available positions	18%
Lack of training	0%

#### Training resources used to upgrade skills:

On-the-Job Training	73%
Workshops	27%
Community College	18%
Adult Education	9%
Apprenticeship	9%

#### Apprenticeship training program availability:

No	100%
Yes	0%

#### Staffing Service use to find the following employees:

None of the Above	91%
Temporary	9%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Fast learner, communication skills, supervisory skills, horticulture, irrigation, management skills, and organization.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Experience with chain saw, chippers, mowing and general labor.

### COMPUTER SKILLS SOUGHT

None reported

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$10.00	\$ 8.00
New hires, experienced:	\$ 5.75 - \$15.00	\$10.00
Experienced, 3 years with firm:	\$ 5.75 - \$20.00	\$13.00

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	90%	40
Part-Time	2%	24
Seasonal	8%	32

## Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	36	0	36	0	9	9
Dental	9	0	36	0	9	9
Vision	0	0	18	0	0	0
Life	18	0	0	0	9	0
Sick	27	0	0	0	0	0
Vacation	73	9	9	0	0	0
Retirement	18	0	45	0	0	0
Child Care	9	0	0	0	9	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

**Most** (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman
- Supervisor
- Crew Leader
- Area Manager
- Dendrician I, II, III

Related **Dictionary of Occupational Titles (DOT) Code:**  
408.181-010, 408.181-018

For more information, see COG #N/A

## EMPLOYMENT TRENDS

Occupation size: Small  
 Projected new jobs: 10  
 Openings due to separations: 30  
 Gender: 99% Male 1% Female  
 Projected growth between 1997 – 2004 is slower than average, 8.3%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

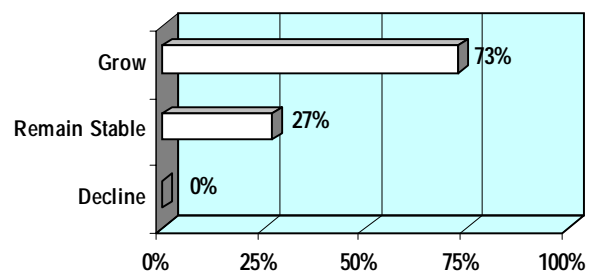
## Annual Turnover

Employers responding to the survey report a (34%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 49%  
 New Positions ..... 16%  
 Promotions ..... 16%  
 Temporary ..... 18%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Walk-in applicants
- Newspaper ads
- Employee referral
- In-house promotion or transfer

## WHERE THE JOBS ARE

- Fruits, Deciduous Tree
- Landscape Counseling & Planning
- Lawn, Garden & Landscape Services
- Ornamental Shrub & Tree Services

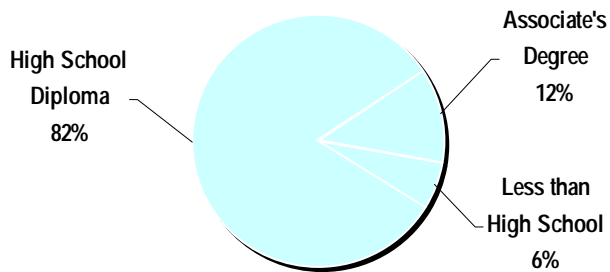
# RECEPTIONISTS AND INFORMATION CLERKS

17 Employers Represented

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. **OES Code: 553050**

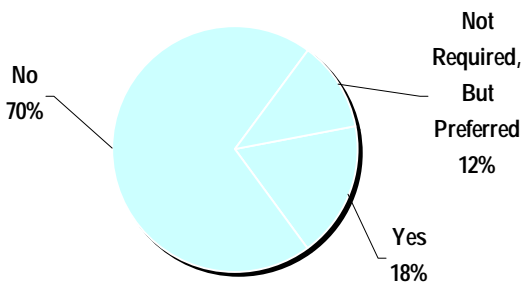
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



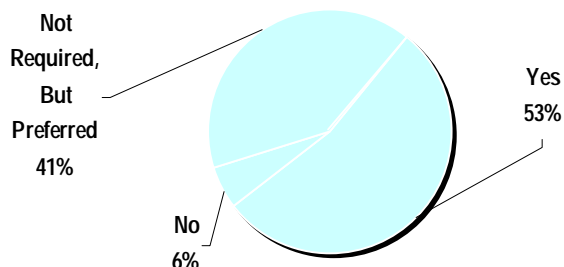
**Almost all** (82%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



A **few** (18%) employers report that training is required prior to employment. **Some** (31%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 10 months IP Consultant, Clerical, Filing, Answering Phones - Multi-line and Switchboard, Computer, or an Associate's or Bachelor's degree.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Many** (53%) employers report that work experience is required. **Many** (55%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months Filing, Answering Phones, Customer Service, Sales, Clerical or Administrative.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Ability to use word processing software	2.0
Ability to operate office machines	1.8
Ability to operate a multi-line command phone center	1.8
Ability to type at least 45 words per minute	1.2

### Personal

Ability to get along well with others	3.0
Pleasant phone mannerism	3.0
Public contact skills	3.0
Ability to work under pressure and meet deadlines	3.0

### Basic

Telephone answering skills	3.0
Customer service skills	2.9
Ability to write effectively	1.9

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Good verbal and written skills, software knowledge, computer, accounting, real estate, positive attitude, hardworking, professionalism, education, people skills, organization, follow-through, and communication.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer, software knowledge, people skills, problem solving, multi-tasking, communication, patience, working with different people, making appointments, and answering phones.

### COMPUTER SKILLS SOUGHT:

**Almost all** (83%) employers seek word processing; **many** (50%) employers seek database; **many** (42%) employers seek spreadsheet; a **few** (8%) employers seek desktop publishing, and **some** (25%) employers seek other (e.g. Dentrax).

Employers report the following software applications are used: Word, Excel, Access, and Powerpoint.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College
- Martinez Adult School
- Mt Diablo Adult Education
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

*Non-Union*

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$ 9.00	\$ 8.00
New hires, experienced:	\$ 7.00 - \$12.00	\$10.00
Experienced, 3 years with firm:	\$ 8.00 - \$13.88	\$11.99

## OTHER RELEVANT INFORMATION

## Hours Worked

**Many** (52%) employees worked part-time averaging 17 hours a week; **many** (47%) worked full-time averaging 32 - 39 hours a week, and a **few** (2%) worked temporary/on-call averaging 40 hours a week.

## Unionization

**No** (0%) firms, and **no** (0%) employees are union.

## Gender

Male (3%), Female (97%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	47%	6%
Dental Insurance	29%	0%
Vision Insurance	24%	0%
Life Insurance	29%	6%
Paid Sick Leave	53%	6%
Paid Vacation	59%	6%
Retirement Plan	29%	0%
Child Care	6%	0%
Other	6%	6%
(Gym Membership, and Prepaid Legal Fees)		
percentage of employers offering employer-paid benefits		

## PROMOTIONAL OPPORTUNITIES

**Many** (59%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Records Clerk
- Accounting Clerk
- Property Manager
- Billing Department
- Administrative Assistant
- Office Assistant
- Supervisor
- Manager

Related Dictionary of Occupational Titles (DOT) Code:

203.362-014, 237.267-010, 237.367-010, 237.367-018, 237.367-022

For more information, see COG #21

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 - 2002

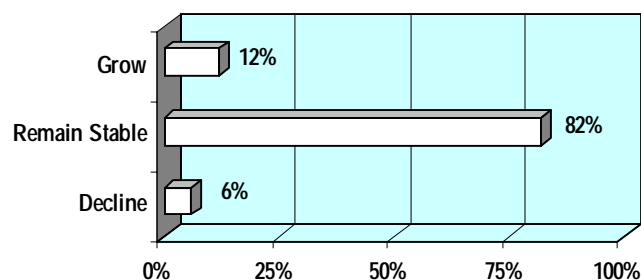
Occupation size: Very Large  
 Projected new jobs: 1,080  
 Openings due to separations: 590  
 Projected growth between 1995-2002 is faster than average, 31.9%.  
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **not difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **most** (76%) vacancies filled over the last 12 months were due to employees leaving; **some** (20%) filled were due to promotions, and a **few** (4%) filled were due to new positions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Almost all** (82%) employers responding expect this occupation's employment to remain stable over the next 2 years; a **few** (12%) expect it to grow, and a **few** (6%) expect it to decline.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- In-house promotion or transfer

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Insurance Agents, Brokers and Services
- Building Owner - Operators, Apartments
- Personal Services, Miscellaneous, N.E.C.
- Help Supply and Employee Leasing Services
- Auto Body, Paint and Upholstery Repair Shops
- Physical Fitness Facilities
- Doctors of Medicine, Offices and clinics
- Dentists, Offices and clinics
- Legal Services
- Accounting, Auditing and Bookkeeping Services

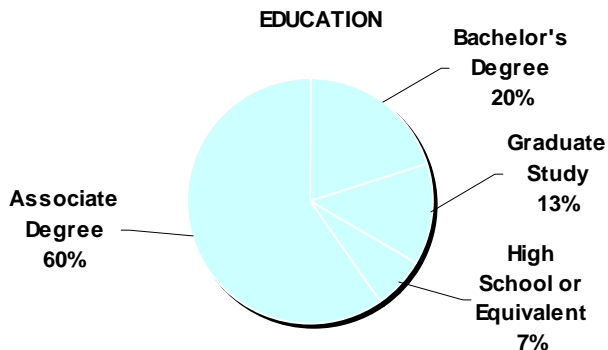


# REGISTERED NURSES

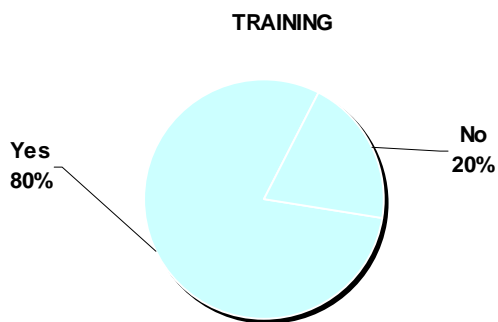
15 Employers Represented

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers. **OES Code: 325020**

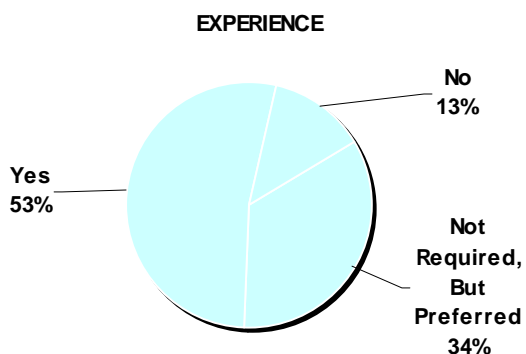
## EMPLOYER REQUIREMENTS



**Most** (60%) employers require an Associate Degree.



**Almost all** (80%) employers report that training is required prior to employment. **Type of training required:** An average of 25 months graduation from nursing school, CA RN license, pediatric/family practice, and nursing certification. A **few** (15%) employers report that an average of 27 months of training is accepted as a substitute for experience.



**Many** (53%) employers report that work experience averaging 11 months is required. **Some** (36%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 6 months in-home RN infusion therapist, pediatric experience, or medical experience.

## SKILL SETS

### New Skills

Pediatric sedation, supervisory, administrative skills, BS degree, continuing education for nurses and keeping up with current technology.

### Important Skills for Career Advancement

Extra schooling, experience, leadership, management skills, people skills, certification, and multi-tasking.

### \*Computer Skills

Word Processing	50%
Spreadsheet	0%
Database	50%
Desktop Publishing	0%
Other	50%

(Scheduling software, Achieve, Pediatric Partners, S.I.S. Medical Program, Radiology Information Systems)

\*Based on employers responding to this question.

### Skill Shortages

Leadership.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

**All** = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

Contra Costa County, 2001

## WAGES AND BENEFITS

## WAGES

**Non-Union**

	Range	Median
New hires, no experience:	\$14.00 - \$24.00	\$21.50
New hires, experienced:	\$20.62 - \$35.00	\$25.57
Experienced, 3 years with firm:	\$18.00 - \$37.00	\$27.00

**Union**

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$19.47 - \$28.33	\$22.22
Experienced, 3 years with firm:	\$19.47 - \$29.76	\$22.82

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	30%	40
Part-Time	35%	21
Temporary/On Call	35%	19
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day; *many* (47%) reported Swing; *many* (40%) reported Graveyard; and a *few* (7%) reported Other: on call.

## Unionization

Union firms: *Some* (20%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	47	20	33	20	7	0
Dental	47	20	33	20	7	0
Vision	33	13	20	13	0	0
Life	47	20	7	0	0	0
Sick	80	53	7	0	0	0
Vacation	67	47	7	0	0	0
Retirement	13	0	33	13	27	13
Child Care	0	0	0	0	0	7
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

*Many* (53%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Charge Registered Nurse
- Supervisor Registered Nurse
- Center Director
- Director of Nurses

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
075.167-010 075.374-014 075.364-010 075.127-030

For more information, see COG #29

## EMPLOYMENT TRENDS

Occupation size: Very large  
Projected new jobs: 850  
Openings due to separations: 500  
Gender: 10% Male 90% Female  
Projected growth between 1997 – 2004 is faster than average, 21.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

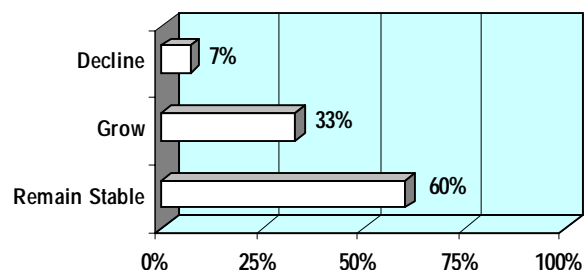
## Annual Turnover

Employers responding to the survey report a (10%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving	56%
New Positions	2%
Promotions	0%
Temporary	42%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Walk-In Applicants
- Internet

## WHERE THE JOBS ARE

- Doctors of Medicine, Offices & Clinics
- Employment Agencies & Executive Search
- Hospitals, General medical & Surgical
- Nursing Care Facilities, Skilled
- Outpatient Treatment Centers & Clinics, N.E.C.
- Residential Care
- School, Elementary & Secondary

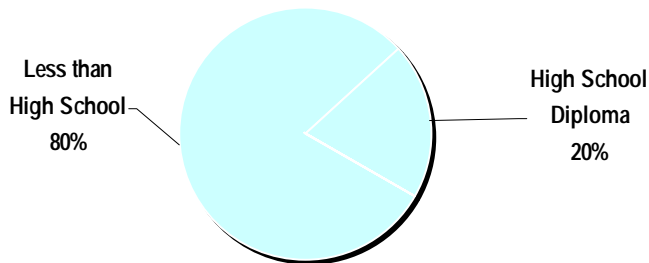
# ROOFERS

15 Employers Represented

Roofers perform duties concerned with covering roofs of structures with slate, asphalt, aluminum, wood, and related materials using brushes, knives, punches, hammers, and other tools. They may spray roofs, sidings, and walls with material to bind, seal, insulate, or soundproof sections of structures. **OES Code: 878080**

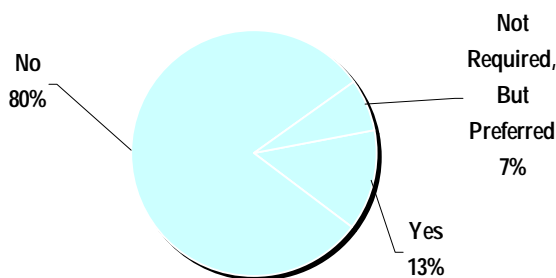
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



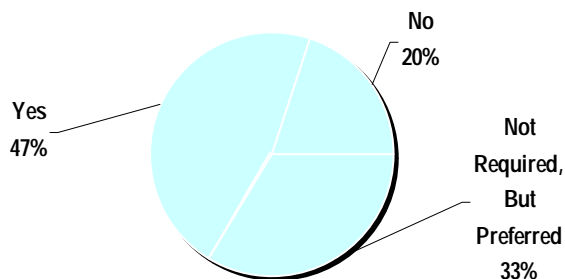
**Almost all** (80%) employers report that when hiring, the minimum education requirement is less than high school.

### TRAINING REQUIRED



A **few** (13%) employers report that training is required prior to employment. **Some** (33%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 20 months Construction, On-the-Job, or Apprentice training.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Many** (47%) employers report that work experience is required. **Many** (56%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 28 months Loading, Carpenter, Roofer, or Journey-person.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Knowledge of roofing materials 2.5

### Physical

Ability to perform strenuous, physically demanding work 2.8

Ability to climb and work in high places 2.8

Ability to lift at least 50 pounds, repeatedly 2.8

Tolerance of various types of fumes 1.8

### Personal

Ability to perform routing, repetitive work 2.8

Ability to work independently 2.6

Ability to work as part of a team 2.4

Willingness to work under close supervision 2.3

### Basic

Ability to use logical thinking and practice safety precautions 2.9

Ability to read and follow instructions 2.4

## SKILLS NEEDED FOR CAREER ADVANCEMENT:

Leadership, efficiency, productivity, reliability, roofing skills, organization, knowledge of the business, dependable, hardworking, attention to detail, experience on the job, reading, and knowledge of the work.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Union training, and possession of a California driver's license.

## COMPUTER SKILLS SOUGHT:

None

## SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprenticeship Program
- Diablo Valley College
- Los Medanos College
- Pittsburg Adult Education Center
- West Contra Costa Adult Education Center
- Worldwide Educational Services

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$12.00	\$ 8.00
New hires, experienced:	\$ 6.00 - \$19.18	\$11.00
Experienced, 3 years with firm:	\$13.00 - \$24.93	\$18.00

"A **few** (13%) employers also pay piece rate to employees working in this occupation."

## OTHER RELEVANT INFORMATION

## Hours Worked

**Almost all** (81%) employees worked full-time averaging 32 to 42 hours a week; a **few** (17%) worked seasonal averaging 34 hours a week; a **few** (2%) worked part-time averaging 27 hours a week, and a **few** (1%) worked temporary/on-call averaging 30 hours a week.

## Unionization

A **few** (13%) firms, and a **few** (6%) employees are union. Employers report affiliations with the following unions: Public Employees' Union Local 1, and Roofers Union Number 81.

## Gender

Male (98%), Female (2%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	15%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	15%	0%
Paid Sick Leave	8%	0%
Paid Vacation	0%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

**Most** (67%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Journey-person
- Lead-person
- Dispatcher
- Estimator
- Supervisor
- Operations Manager

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

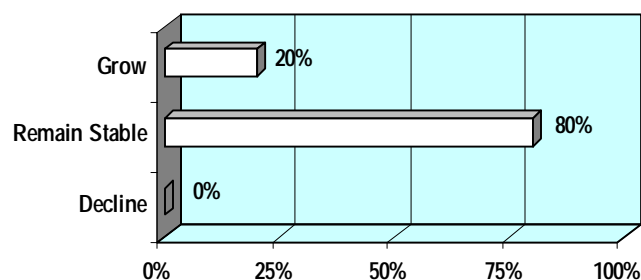
Occupation size: Small  
 Projected new jobs: 90  
 Openings due to separations: 60  
 Projected growth between 1995-2002 is average, 21.4%.  
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicant, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (58%) vacancies filled over the last 12 months were due to employees leaving; **some** (29%) filled were due to new positions, and a **few** (14%) filled were due to temporary/on-call positions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Almost all** (80%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (20%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- In-house promotion or transfer

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Roofing, Siding and Sheet Metal Work
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:  
 866.381-010, 866.381-014, 866.684-010

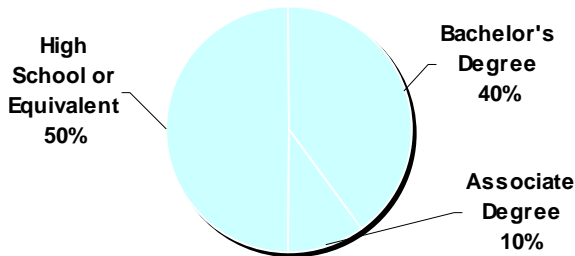
For more information, see COG #N/A

## SALES AGENTS – SECURITIES, COMMODITIES & FINANCIAL SERVICES 10 Employers Represented

Securities, Commodities, and Financial Services Sales Agents buy and sell securities upon customers' requests, or call upon businesses and individuals to sell financial services for banks and savings and loan associations. They advise securities customers about such things as stocks, bonds, and market conditions, and provide financial services, such as loan, tax, and securities counseling. **OES Code: 430140**

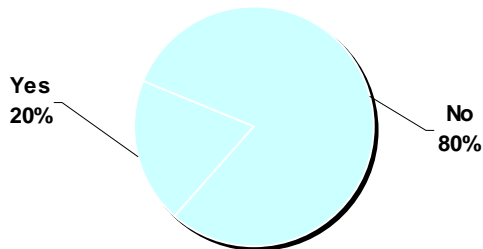
### EMPLOYER REQUIREMENTS

#### EDUCATION



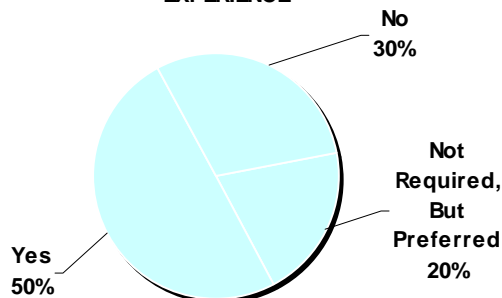
**Many** (50%) employers require a High School Diploma.

#### TRAINING



**Some** (20%) employers report that training is required prior to employment. **Type of training required:** An average of 3 months California Department of Real Estate License, and On-the-Job Training. **Some** (29%) employers report that an average of 14 months of training is accepted as a substitute for experience.

#### EXPERIENCE



**Many** (50%) employers report that work experience averaging 44 months is required. **Many** (57%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 17 months Credit Union, Sales, Broad Financial Services Experience, CPA, Attorney, Insurance, or Banking.

### SKILL SETS

#### New Skills

Endurance, math skills, financial calculations, communication, public speaking, and taxes

#### Important Skills for Career Advancement

Sales, people skills, math, critical thinking, marketing, self-starter, portfolio, investment management, sales follow-up, and business letter writing.

#### \*Computer Skills

Word Processing	100%
Spreadsheet	89%
Database	78%
Desktop Publishing	33%
Other	67%

(Loansoft, Condor, PowerPoint, Quickbooks)

\*Based on employers responding to this question.

#### Skill Shortages

Sales skills, financial preparation, marketing, and mathematical knowledge.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001

## WAGES AND BENEFITS

## WAGES

<i>Non-Union</i>	Range	Median
New hires, no experience:	\$ 9.59 - \$11.51	\$11.03
New hires, experienced:	\$11.51 - \$23.01	\$16.62
Experienced, 3 years with firm:	\$11.51 - \$35.48	\$27.57

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	100%	46
Part-Time	0%	0
Temporary/On Call	0%	0
Seasonal	0%	0

**Shifts:** *Almost all* (80%) reported Day; *Some* (20%) reported Other: 6:00 AM-6:00PM, flexible hours.

## Unionization

Union firms None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	30	0	50	0	0	0
Dental	20	0	40	0	0	0
Vision	10	0	40	0	0	0
Life	20	0	30	0	0	0
Sick	50	0	0	0	0	0
Vacation	40	0	0	0	0	0
Retirement	10	0	70	0	0	0
Child Care	0	0	10	0	0	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

*Almost all* (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Vice President
- Manager
- Loan Supervisors
- Branch Managers

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
162.167 – 034 162.167 – 038 250.257 – 018 250.257 - 022

For more information, see COG #252

## EMPLOYMENT TRENDS

Occupation size: Medium  
Projected new jobs: 340  
Openings due to separations: 50  
Gender: 74% Male 26% Female  
Projected growth between 1997 – 2004 is much faster than average, 47.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

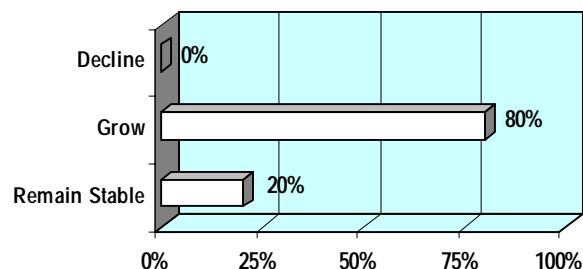
## Annual Turnover

Employers responding to the survey report a (8%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....18%  
New Positions .....55%  
Promotions .....27%  
Temporary .....0%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Walk-In Applicants
- Other: Referrals and professional recruiters

## WHERE THE JOBS ARE

- Securities Brokers & Investment Bankers
- Mortgage Bankers & Loan Correspondents
- Credit Unions, Federally Chartered

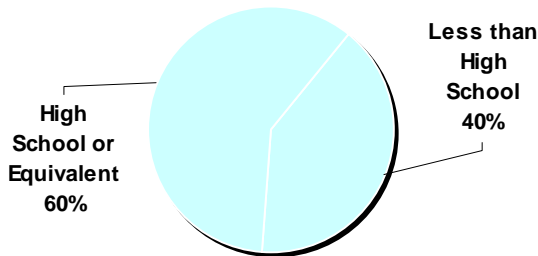
## SALESPERSONS-RETAIL (EXCEPT VEHICLE SALES)

15 Employers Represented

Retail Salespersons (except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers. **OES Code: 490112**

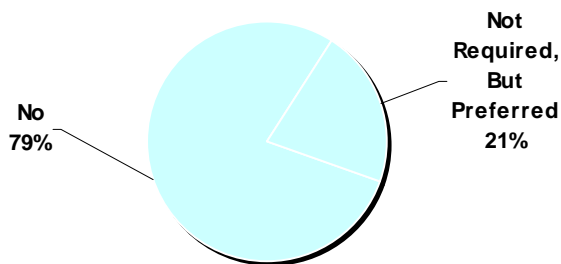
### EMPLOYER REQUIREMENTS

#### EDUCATION



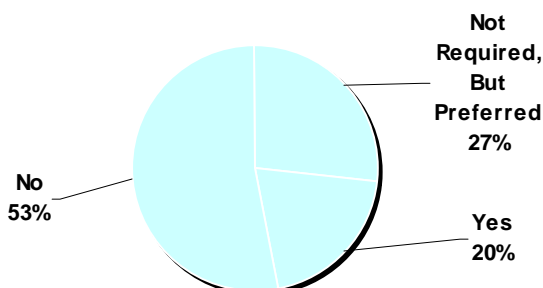
**Most** (60%) employers require a High School Diploma.

#### TRAINING



**Some** (21%) employers report that training is not required, but preferred prior to employment. **Type of training preferred:** An average of 6 months Bicycle Mechanic, or Sales. **Some** (29%) employers report that an average of 5 months of training is accepted as a substitute for experience.

#### EXPERIENCE



**Some** (20%) employers report that work experience averaging 6 months is required. **Most** (71%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 7 months Sales, Merchandising, Sports Retail, or Customer Service Business.

### SKILL SETS

#### New Skills

Knowledge of display, sales, computer knowledge, excellent customer service, organizational skills, and cash register.

#### Important Skills for Career Advancement

Business degree, on the job training, honesty, people skills, dependability, customer service, math, marketing, and communication skills.

#### \*Computer Skills

Word Processing	60%
Spreadsheet	40%
Database	20%
Desktop Publishing	20%
Other	60%

(Cash register, Internet)

\*Based on employers responding to this question.

#### Skill Shortages

Customer service, accounting, awareness of shoplifting, spelling, legible handwriting, and communication skills.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001



## WAGES AND BENEFITS

## WAGES

<i>Non-Union</i>	Range	Median
New hires, no experience:	\$ 6.25 - \$ 7.50	\$ 6.75
New hires, experienced:	\$ 6.50 - \$14.38	\$ 8.00
Experienced, 3 years with firm:	\$ 7.00 - \$12.00	\$10.00

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	69%	37
Part-Time	22%	20
Temporary/On Call	5%	14
Seasonal	3%	32

**Shifts:** *All* (100%) employers reported Day; *some* (33%) reported Swing; a *few* (7%) reported Graveyard; and *some* (27%) reported Other: closing and 10:00 AM – 7:00 PM.

## Unionization

None reported.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	13	0	33	20	0	0
Dental	7	0	33	13	7	0
Vision	7	0	33	13	7	0
Life	20	0	13	0	7	0
Sick	33	7	13	7	0	0
Vacation	40	7	7	7	0	0
Retirement	13	7	20	0	7	0
Child Care	0	0	0	0	0	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

*Almost all* (93%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Sales Coordinators
- Manager
- Brand Manager

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:

261.357 – 066 279.357 – 054 290.477 – 014 277.357 – 058  
261.354 – 010 270.357 – 014 277.357 – 042 299.464 – 010

For more information, see COG #536

## EMPLOYMENT TRENDS

Occupation size: Very large  
Projected new jobs: 1600  
Openings due to separations: 2920  
Gender: 25% Male 75% Female  
Projected growth between 1997 – 2004 is slower than average, 15.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experience: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

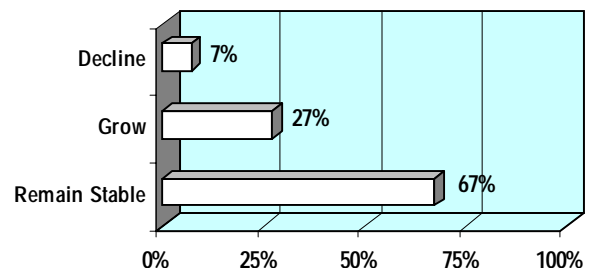
## Annual Turnover

Employers responding to the survey report a (19%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....90%  
New Positions..... 0%  
Promotions ..... 7%  
Temporary..... 3%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Walk-in Applicants
- Newspaper Ads

## WHERE THE JOBS ARE

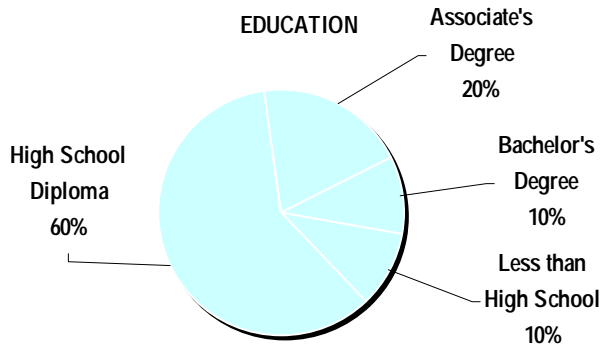
- Clothing Stores, Women's
- Department Stores
- Family Clothing Stores
- Groceries, General Line Wholesale

## SALES REPRESENTATIVES - EXCEPT SCIENTIFIC AND RELATED

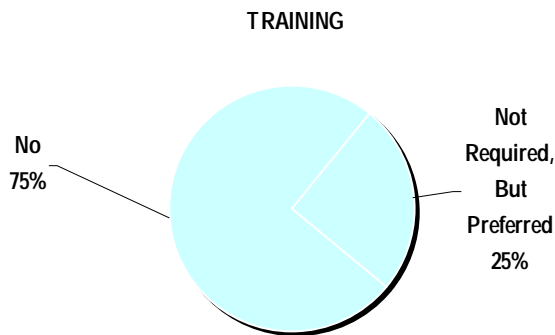
10 Employers Represented

Sales Representatives, (except Scientific and Related Products and Services) sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers. **OES Code: 490080**

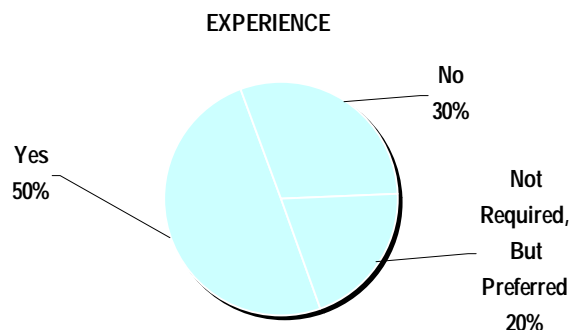
### EMPLOYER REQUIREMENTS



**Many** (60%) employers report that recent new hires have completed their High School Diploma or equivalent.



**No** (0%) employers report that training is required prior to employment. **Many** (57%) employers report that training is accepted as a substitute for experience. **Type of training required:** None



**Most** (67%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months mechanical, newspaper, marketing or hotel experience.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of motivation	50%
Lack of available positions	30%
Lack of training	0%
Lack of upgraded skills	0%

#### Training resources used to upgrade skills:

On-the-Job Training	70%
Workshops	30%
Community College	10%
Adult Education	0%
Apprenticeship	0%

#### Apprenticeship training program availability:

No	60%
Yes	20%

#### Type of employee found through a staffing service:

None of the Above	80%
All of the Above	10%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Consistent production, customer services, management, budgeting, organization, leadership, and aggressive.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

People skills.

#### COMPUTER SKILLS SOUGHT: (7 of 10 firms responding)

Word Processing	86%
Spreadsheet	57%
Database	57%
Other	43%

### RELATED TRAINING PROGRAMS

Please refer to Appendix A

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.59 - \$14.38	\$11.51
New hires, experienced:	\$13.81 - \$15.00	\$14.38
Experienced, 3 years with firm:	\$11.51 - \$19.18	\$16.89

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	96%	41
Temporary/On-Call	2%	30
Seasonal	2%	24

## Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	40	0	40	0	20	0
Dental	20	0	50	0	20	0
Vision	10	0	40	0	20	0
Life	20	0	20	0	20	0
Sick	80	0	10	0	10	0
Vacation	90	0	0	0	10	0
Retirement	20	0	50	0	10	0
Child Care	0	0	0	0	20	0
Other	0	0	20	0	0	0
(Credit Union, cell phone, discounts: theme park, rooms)						

## PROMOTIONAL OPPORTUNITIES

**Almost all** (90%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Brand Manager
- Director of Sales/Director of Catering
- President
- Sales Manager/Area Sales Manager
- Field Counsel
- National Account Representative

Related Dictionary of Occupational Titles (DOT) Code:  
279.150-010

For more information, see COG #542

## EMPLOYMENT TRENDS

Occupation size: Large  
 Projected new jobs: 140  
 Openings due to separations: 210  
 Gender: 66% Male 34% Female  
 Projected growth between 1997 – 2004 is slower than average, 11.9%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Not difficult**. Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

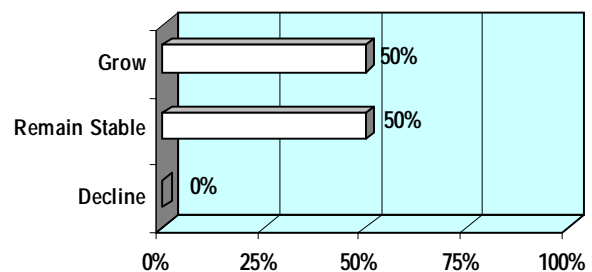
## Annual Turnover

Employers responding to the survey report a (37%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 45%  
 New Positions ..... 34%  
 Promotions ..... 14%  
 Temporary ..... 7%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- In-house promotion or transfer

## WHERE THE JOBS ARE

- Auto and Home Supply Stores
- Carpet & Upholstery Cleaning
- Contractors, Floor Laying & Floor Work, N.E.C.
- Contractors, Plumbing, Heating, & Air Conditioning
- Groceries, General Line, Wholesale
- Lumber, Plywood, Millwork & Wood Panels, Wholesale
- Services Establishment Equipment & Supplies, Wholesale

# SECRETARIES, EXCEPT LEGAL AND MEDICAL

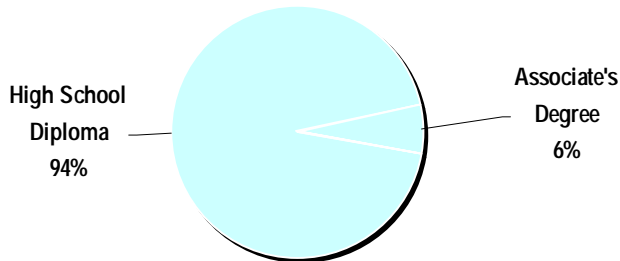
16 Employers Represented

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries.

OES Code: 551080

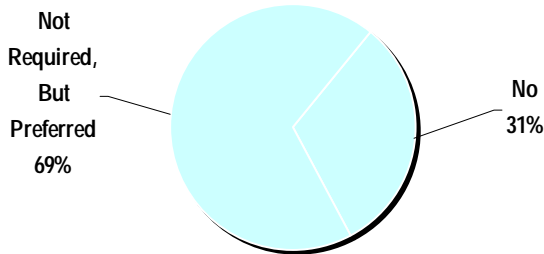
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



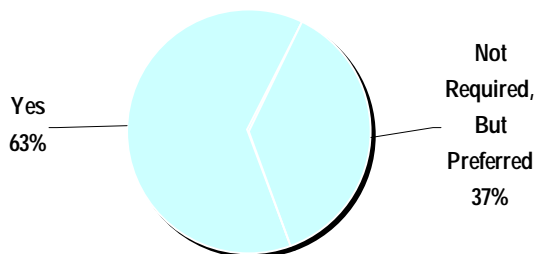
**Almost all** (94%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



**No** (0%) employers report that training is required prior to employment. **Most** (75%) employers report that training is accepted as a substitute for experience. **Type of training accepted as a substitute for experience:** An average of 9 months Technical Software, Microsoft Office, Secretarial, any Office training, Accounting, or Clerical.

### PREVIOUS WORK EXPERIENCE REQUIRED



**Most** (63%) employers report that work experience is required. **Most** (73%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months Customer Service, Clerical, Administrative, Receptionist, Office Assistant, File Clerk, Accounting, or any Office work.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Ability to type at least 45 words per minute	2.9
Knowledge of office procedures	2.8
Knowledge of computers and software for spreadsheets, database & word processing	2.8
Knowledge of equipment and machines	2.6

### Personal

Ability to get along well with others	3.0
Ability to be punctual and dependable	3.0

### Basic

Telephone answering skills	2.8
Command of the English language, read and write correctly	2.8
Ability to compose business letters	2.4

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

College degree, analytical, business understanding, computer, dealing with the public, reading, on-going education, customer service, organization, managerial, literacy, accounting, recruiting, project management, detail oriented, independent worker, accuracy, knowledge of public agencies, payroll, and supervisory.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Customer service, event planning, phone, e-mail, Internet, project management, organizational, computer, and people skills.

### COMPUTER SKILLS SOUGHT:

**All** (100%) employers seek word processing; **many** (47%) employers seek database; **almost all** (87%) employers seek spreadsheet; **some** (33%) employers seek desktop publishing, and **some** (20%) employers seek other (e.g. Accounting Software) Employers report the following software applications are used: Word, Excel, Access, Publisher, and PowerPoint.

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- ACTech Institute
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Heald Business College
- Los Medanos College
- Martinez Adult School
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

*Non-Union*

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$10.00	\$10.00
New hires, experienced:	\$ 9.00 - \$15.00	\$12.00
Experienced, 3 years with firm:	\$10.50 - \$16.34	\$15.00

*Union*

	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$12.00 - \$18.05	\$15.30
Experienced, 3 years with firm:	\$16.11 - \$21.00	\$16.96

## OTHER RELEVANT INFORMATION

## Hours Worked

**Most** (71%) employees worked full-time averaging 40 hours a week; a **few** (19%) worked temporary/on-call averaging 20 hours a week, and a **few** (10%) worked part-time averaging 21 hours a week.

## Unionization

**Some** (31%) firms, and **many** (47%) employees are union. Employers report affiliations with the following unions: Health Care Workers Union Local 250, Public Employees' Union Local 1, Supervisor's Association, and California School Employees Association.

## Gender

Male (16%), Female (84%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	38%	0%
Dental Insurance	44%	0%
Vision Insurance	31%	0%
Life Insurance	44%	0%
Paid Sick Leave	75%	6%
Paid Vacation	75%	13%
Retirement Plan	31%	6%
Child Care	6%	0%
Other	13%	0%
(Tuition Assistance, and Employee Assistance Program)		
percentage of employers offering employer-paid benefits		

## PROMOTIONAL OPPORTUNITIES

**Most** (75%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Executive Assistant or Senior Administrative Secretary
- Production/Project Associate
- Administrative Clerk, Assistant, or Manager
- Supervisor
- Department Head
- Recruiter Assistant
- Project Manager
- Office Manager
- Office Specialist

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

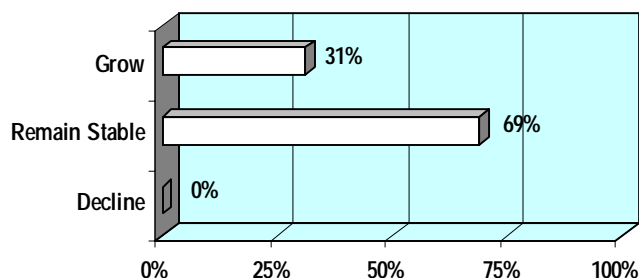
Occupation size: Very Large  
 Projected new jobs: 1,550  
 Openings due to separations: 840  
 Projected growth between 1995-2002 is faster than average, 24.7%.  
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is **not difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **some** (37%) vacancies filled over the last 12 months were due to new positions; **some** (35%) filled were due to employees leaving; a **few** (14%) filled were due to temporary/on-call positions, and a **few** (14%) filled were due to promotions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



**Most** (69%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (31%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- In-house promotion or transfer

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Electrical Work
- Banks, National Commercial
- Securities Brokers and Investment Bankers
- Help Supply and Employee Leasing Services
- Hospitals, General Medical and Surgical
- Schools, Elementary and Secondary
- Residential Care
- Local Government
- Land, Mineral, Wildlife and Forest Conservation
- Administration of Urban Planning and Community and Rural Development

## Related Dictionary of Occupational Titles (DOT) Code:

201.162-010, 201.362-018, 201.362-022, 201.362-026, 201.362-030  
 For more information, see COG #128

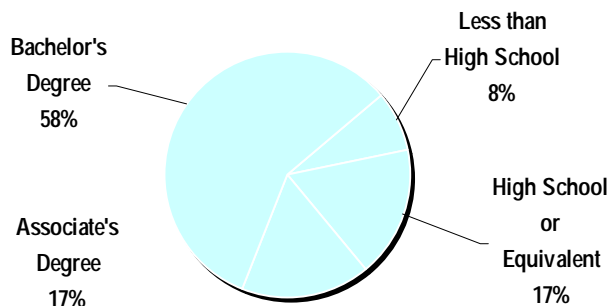
# SOFTWARE ENGINEERS

12 Employers Represented

Software Engineers research, design, and develop computer software systems, in conjunction with hardware product development, applying principles and techniques of computer science, engineering, and mathematical analysis. They consult with hardware engineers and other engineering staff to evaluate interface between hardware and software, and operational and performance requirements of overall system. They formulate and design software systems to predict and measure outcome and consequences of design. They develop and direct software system testing procedures, programming, and documentation. **OES Code: 030062999**

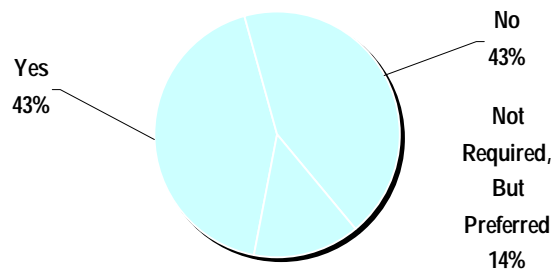
## EMPLOYER REQUIREMENTS

### EDUCATION



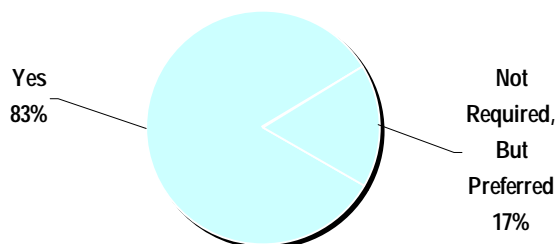
**Many** (58%) employers report that recent new hires have completed their Bachelor's Degree.

### TRAINING



**Many** (43%) employers report that training is required prior to employment. **Some** (25%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 24 months mechanical or electrical engineering, computer science, or programming course.

### EXPERIENCE



**Almost all** (83%) employers report that work experience is required. **Many** (40%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 25 months related software, manufacturing, health care, or accounting.

#### Key Terms:

**All** = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of training	40%
Lack of upgraded skills	30%
Lack of available positions	30%
Lack of motivation	0%

#### Training resources used to upgrade skills:

On-the-Job Training	70%
Workshops	50%
Adult Education	30%
Other	20%
Community College	10%
Apprenticeship	0%

#### Apprenticeship training program availability:

No	80%
Yes	20%

#### Type of employee found through a staffing service:

None of the Above	50%
Temporary-to-Permanent	40%
Temporary	30%
Project	30%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Computer software, management skills, leadership, current industry knowledge, budget and people skills.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Learn and apply company policy, database management, IDMS, DB2, and Oracle.

## COMPUTER SKILLS SOUGHT: (12 of 12 firms responding)

Word Processing	50%
Spreadsheet	58%
Database	50%
Desktop Publishing	17%
Other	67%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000



## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient data
New hires, experienced:	\$14.38 - \$30.00	\$23.19
Experienced, 3 years with firm:	\$19.37 - \$43.15	\$28.45

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	90%	41
Part-Time	2%	19
Temporary/On-Call	8%	40

## Unionization

None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	17	0	75	0	8	0
Dental	25	0	58	0	8	0
Vision	25	0	42	0	0	0
Life	33	0	42	0	17	0
Sick	75	8	8	0	0	0
Vacation	75	8	8	0	0	0
Retirement	0	8	58	0	33	8
Child Care	0	0	0	0	33	17
Other	8	0	33	8	17	0
(E-stock, 401K, healthclub)						

## PROMOTIONAL OPPORTUNITIES

**Almost all** (83%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Director
- Information Systems Project manager
- Manager/Vice President
- Senior/Principle Consultant
- Software Development Senior E-Level
- Software System Engineer III

Related **Dictionary of Occupational Titles (DOT) Code:**  
030.062-010

For more information, see COG #N/A

## EMPLOYMENT TRENDS

Occupation size: Insufficient Data  
 Projected new jobs: Insufficient Data  
 Openings due to separations: Insufficient Data  
 Gender: 62% Male 38% Female  
 Projected growth between 1997 – 2004 Insufficient Data  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

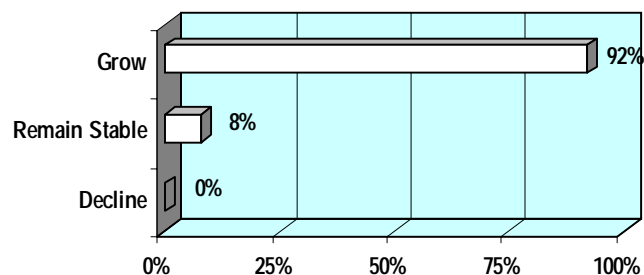
## Annual Turnover

Employers responding to the survey report a (20%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....17%  
 New Positions .....47%  
 Promotions .....11%  
 Temporary .....25%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Internet
- Employee referrals
- Colleges/Universities
- Private Employment Agencies

## WHERE THE JOBS ARE

- Computer & Computer Software Stores
- Computer & Data Processing Services
- Computer Related Services, N.E.C.
- Hospitals, General Medical & Surgical
- Radio & TV Broadcasting & Communications Equipment
- Search, Detection, Navigation, Guidance, Aeronautical & Nautical Systems & Instruments
- Software Development, Custom



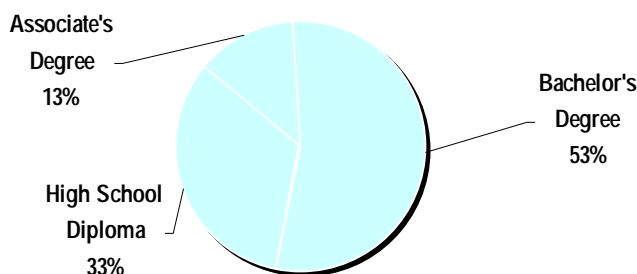
## TEACHERS AND INSTRUCTORS – VOCATIONAL EDUCATION AND TRAINING

15 Employers Represented

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Includes correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery equipment and transportation and communications equipment. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education. **OES Code: 313140**

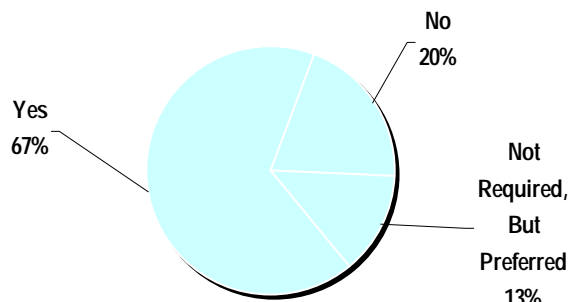
### EDUCATION, TRAINING AND EXPERIENCE

#### EDUCATION REQUIRED



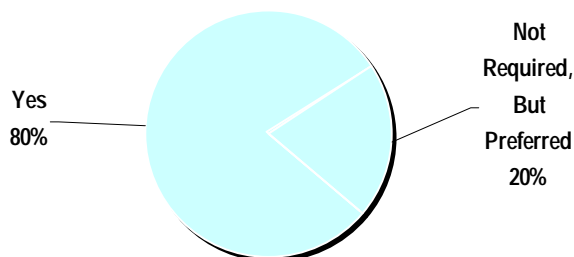
**Many** (53%) employers report that when hiring, the minimum education required is a Bachelor's Degree.

#### TRAINING REQUIRED



**Most** (67%) employers report that training is required prior to employment. **Many** (53%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 15 months Teaching or Teacher Credential, Training, Computer Support and Networking, Field Experience, Vocational Training, College Work, Bachelor's degree, or Graduate School.

#### PREVIOUS WORK EXPERIENCE REQUIRED



**Almost all** (80%) employers report that work experience is required. **Most** (73%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 17 months Student Teacher, Teaching (related vocational area), On-the-Job Trainer, Counseling, Care-taking, Accounting, or Special Education.

### OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

#### Technical

Know OSHA safety standards	1.8
Current with new software	1.2
Know California curriculum guidelines	1.1

#### Physical

Maintain classroom discipline	2.5
Work under pressure	2.3
Ability to stand for prolonged periods of time	1.9

#### Personal

Problem solving	2.9
Tactful	2.4
Creativity	2.2

#### Basic

Interpersonal/customer service skills	3.0
Effective instruction techniques	3.0
Decision making skills	2.9

#### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Education degrees, teaching experience, on-the-job experience, training development, people skills, sales, conflict resolution, leadership, supervision, program development, organization, discipline specific skills, communication, management, flexibility, assertiveness, and administrative skills.

#### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Education and experience in the field, current business office trends, vocational skills, technical presentation skills, and professionalism.

#### COMPUTER SKILLS SOUGHT:

**Most** (74%) employers seek word processing; **some** (34%) employers seek database; **many** (40%) employers seek spreadsheet; **some** (27%) employers seek desktop publishing, and **some** (27%) employers seek other (e.g. e-mail, Internet, and Windows NT).

Employers report the following software applications are used: Word, Excel, Access, and Microsoft Publisher.

#### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1999

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$10.55	\$ 8.78
New hires, experienced:	\$ 7.00 - \$22.05	\$15.00
Experienced, 3 years with firm:	\$10.00 - \$27.80	\$18.41

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$17.78 - \$51.14	\$29.59
Experienced, 3 years with firm:	\$21.27 - \$57.53	\$33.29

"*Some* (20%) employers pay bonuses to employees working in this occupation."

## OTHER RELEVANT INFORMATION

## Hours Worked

*Many* (50%) employees worked part-time averaging 22 hours a week; *many* (42%) worked full-time averaging 40 hours a week; a *few* (6%) worked temporary/on-call averaging 11 hours a week, and a *few* (2%) worked seasonal averaging 5 hours a week.

## Unionization

*Some* (27%) firms, and *some* (30%) employees are union. Employers report affiliations with the following unions: United Faculty of Contra Costa Community College District, California Teachers Association, National Education Association, and Contra Costa School Employees Association.

## Gender

Male (41%), Female (59%).

## FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	50%	0%
Dental Insurance	43%	7%
Vision Insurance	29%	0%
Life Insurance	36%	0%
Paid Sick Leave	71%	29%
Paid Vacation	50%	0%
Retirement Plan	21%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

## PROMOTIONAL OPPORTUNITIES

*Almost all* (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor/Manager
- Program Coordinator
- Dean of Education
- Department Chair
- Director (Center, Education, or Training Programs)

## SIZE AND EMPLOYMENT OUTLOOK

## Contra Costa County

## Occupational Forecast 1995 – 2002

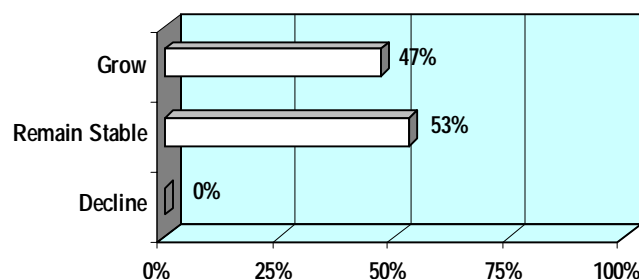
Occupation size: Medium  
 Projected new jobs: 170  
 Openings due to separations: 50  
 Projected growth between 1995-2002 is average, 22.4%.  
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

## SUPPLY AND DEMAND ASSESSMENT

Employers report it is *moderately difficult* to find fully experienced and qualified applicants, and it is *not difficult* to find inexperienced applicants that meet their hiring standards.

Employers report *many* (48%) vacancies filled over the last 12 months were due to employees leaving; *some* (23%) filled were due to new positions; a *few* (16%) filled were due to promotions, and a *few* (13%) filled were due to temporary/on-call positions.

## EMPLOYMENT OVER THE NEXT 2 YEARS



*Many* (53%) employers responding expect this occupation's employment to remain stable over the next 2 years, and *many* (47%) expect it to grow.

## RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotion or transfer
- Employee referrals

## MAJOR EMPLOYING INDUSTRIES (In survey area)

- Tax Return Preparation Services
- Schools, Elementary and Secondary
- Colleges, Community and Technical Institutes
- Schools, Business and Secretarial
- Schools, Vocational, N.E.C.
- Job Training and Vocational Rehabilitation Services

## Related Dictionary of Occupational Titles (DOT) Code:

239.227-010, 621.221-010, 788.222-010, 789.222-010, 919.223-010

For more information, see COG #404

# TEACHERS – SECONDARY SCHOOL

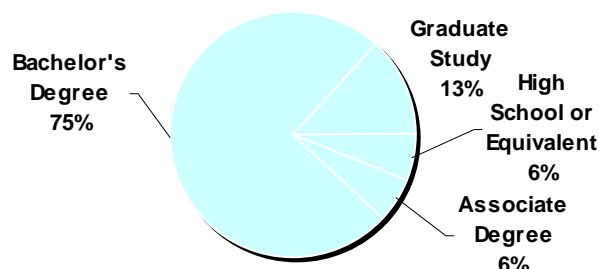
16 Employers Represented

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational high school teachers. Does not include special education teachers who teach only students with disabilities.

OES Code: 313080

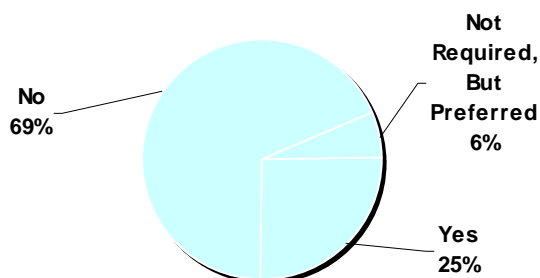
## EMPLOYER REQUIREMENTS

### EDUCATION



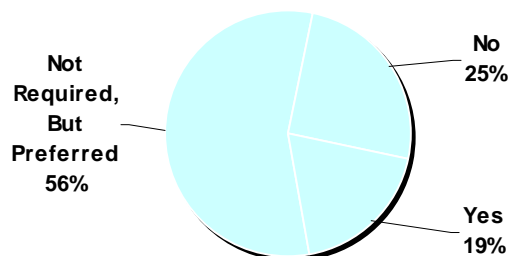
*Most* (75%) employers require a Bachelor's Degree.

### TRAINING



*Some* (25%) employers report that training is required prior to employment. **Type of training required:** An average of 39 months Vocational, Teaching Credential or In-House training. *Some* (33%) employers report that an average of 16 months of training is accepted as a substitute for experience.

### EXPERIENCE



A *few* (19%) employers report that work experience averaging 20 months is required. *Many* (40%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 27 months credentialed teaching experience, related teaching experience and life experience.

## SKILL SETS

### New Skills

Internet, classroom teaching experience, subject knowledge, classroom management, classroom order and control and student teaching.

### Important Skills for Career Advancement

Administrative, experience, appropriate credential, job performance, leadership, Waldorf teacher training, people skills, professional skills, education units, and educational degree.

### \*Computer Skills

Word Processing	90%
Spreadsheet	50%
Database	50%
Desktop Publishing	10%
Other	30%

(Adobe, e-mail, Internet, Claris Works)

\*Based on employers responding to this question.

### Skill Shortages

Non-credentialed applicants, classroom procedures, math/science teachers and classroom management skills.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001

## WAGES AND BENEFITS

## WAGES

<b>Non-Union</b>	<b>Range</b>	<b>Median</b>
New hires, no experience:	\$ 9.59 - \$17.53	\$14.86
New hires, experienced:	\$10.00 - \$18.70	\$16.54
Experienced, 3 years with firm:	\$12.05 - \$20.11	\$17.74

<b>Union</b>	<b>Range</b>	<b>Median</b>
New hires, no experience:	\$17.10 - \$21.22	\$19.32
New hires, experienced:	\$17.53 - \$25.17	\$19.87
Experienced, 3 years with firm:	\$19.07 - \$22.82	\$21.65

Employers reported paying other compensation.

## Hours Worked

	<b>% of Employees</b>	<b>Weekly Hours</b>
Full-Time	85%	36
Part-Time	14%	20
Temporary/On Call	1%	6
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day.

## Unionization

Union firms: *Many* (50%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	56	0	19	44	13	6
Dental	69	6	13	38	6	6
Vision	69	13	6	25	6	6
Life	44	13	0	6	13	6
Sick	94	50	0	0	0	0
Vacation	56	25	0	6	0	0
Retirement	38	13	38	31	19	13
Child Care	6	6	0	0	19	13
Other	6	6	6	0	0	0
Housing, Prepaid legal						

## PROMOTIONAL OPPORTUNITIES

*Most* (75%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Associate Principal
- School Administrator
- Principal
- Department Chair

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
091.221-010 091.227-010 099.224-010 099.227-022

For more information, see COG #57

## EMPLOYMENT TRENDS

Occupation size: Very large  
 Projected new jobs: 720  
 Openings due to separations: 1130  
 Gender: 41% Male 59% Female  
 Projected growth between 1997 – 2004 is slower than average, 15.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

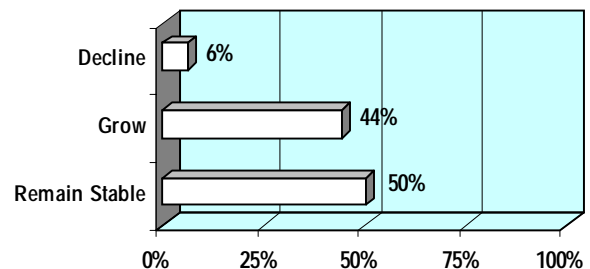
## Annual Turnover

Employers responding to the survey report a (8%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	68%
New Positions .....	18%
Promotions .....	3%
Temporary .....	11%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Colleges/Universities
- Internet
- School, Program Referrals

## WHERE THE JOBS ARE

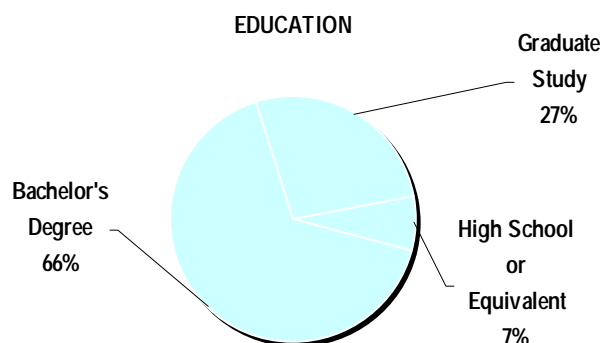
- Schools, Elementary and Secondary
- Schools and Educational Services, N.E.C.

## TEACHERS – SPECIAL EDUCATION

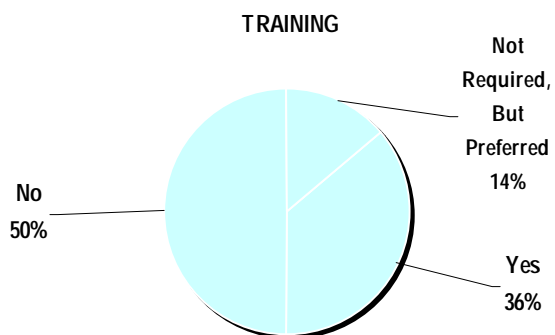
15 Employers Represented

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded. **OES Code: 313110**

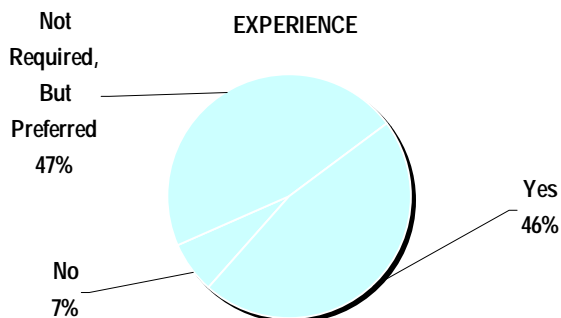
### EMPLOYER REQUIREMENTS



**Most** (66%) employers report that recent new hires have completed their Bachelor's Degree.



**Some** (36%) employers report that training is required prior to employment. **Most** (64%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 28 months teaching credential, course work in special education, or computer training.



**Many** (46%) employers report that work experience is required. **Most** (71%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months Master's in Education, Teaching, Psychology, or Special Ed. Aide.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	33%
Lack of training	33%
Lack of upgraded skills	20%
Lack of motivation	0%

#### Training resources used to upgrade skills:

Other	60%
Workshops	40%
On-the-Job Training	27%
Adult Education	7%
Community College	7%

#### Apprenticeship training program availability:

No	67%
Yes	20%

#### Type of employee found through a staffing service:

None of the Above	73%
Temporary	7%
Temporary-to-Permanent	7%
All of the Above	7%
Project	0%
Seasonal	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Legal, administrative credential, leadership, communication, diagnostic and ethics.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Bilingual, work well with children, and lesson planner.

### COMPUTER SKILLS SOUGHT: (7 of 15 firms responding)

Word Processing	86%
Spreadsheet	29%
Database	14%
Other	14%

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.38 - \$22.93	\$18.44
New hires, experienced:	\$11.03 - \$24.44	\$17.26
Experienced, 3 years with firm:	\$12.47 - \$37.50	\$20.00

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$16.15 - \$17.48	\$16.38
New hires, experienced:	\$16.63 - \$20.43	\$18.63
Experienced, 3 years with firm:	\$17.05 - \$25.49	\$19.95

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	86%	38
Part-Time	14%	17

## Unionization

Union firms	6 of 13	46%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	53	7	27	7	0	7
Dental	47	7	27	7	0	7
Vision	40	7	20	7	7	7
Life	20	7	13	7	20	0
Sick	73	27	7	0	0	0
Vacation	33	20	13	0	0	0
Retirement	7	7	67	20	7	0
Child Care	13	0	0	0	13	13
Other	13	7	0	0	0	0
(Training conferences, legal HMO)						

## PROMOTIONAL OPPORTUNITIES

**Most** (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Administrator
- Assistant Principal
- Coordinator
- Director
- Program Specialist
- Resource Specialist

Related **Dictionary of Occupational Titles (DOT) Code:**

094.224-010, 094.224-014, 094.224-018, 094.227-010, 094.227-022, 094.227-030

For more information, see COG #10, 57, 110, 139, 375, 429

## EMPLOYMENT TRENDS

Occupation size: Large  
 Projected new jobs: 300  
 Openings due to separations: 50  
 Gender: 16% Male 84% Female  
 Projected growth between 1997 – 2004 is much faster than average, 34.1%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

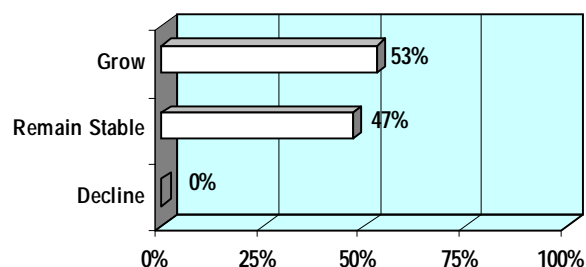
## Annual Turnover

Employers responding to the survey report a (10%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	77%
New Positions .....	16%
Promotions .....	5%
Temporary .....	1%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Internet
- Colleges/Universities
- Employee referrals

## WHERE THE JOBS ARE

- Schools & Educational Services, N.E.C.
- Schools, Elementary & Secondary

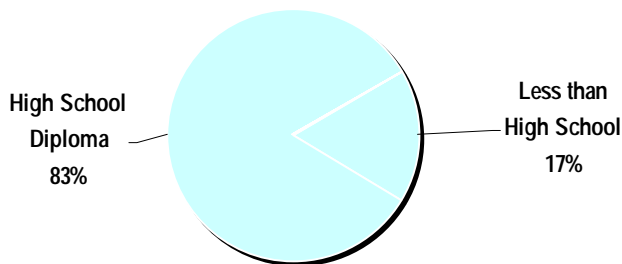
# TELEPHONE AND CABLE T.V. LINE INSTALLERS AND REPAIRERS

6 Employers Represented

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guywire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables. **OES Code: 857020**

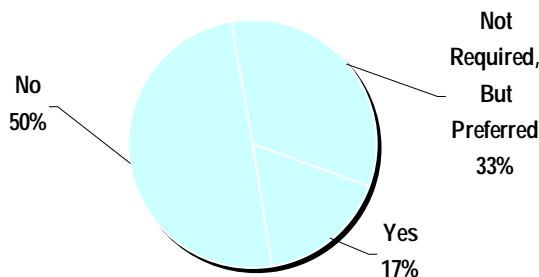
## EDUCATION, TRAINING AND EXPERIENCE

### EDUCATION REQUIRED



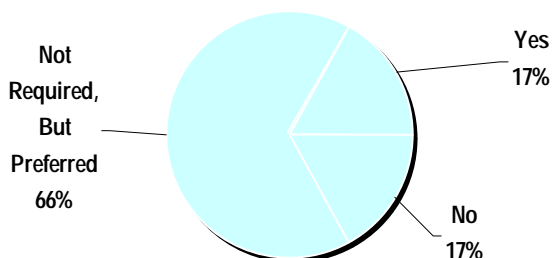
**Almost all** (83%) employers report that when hiring, the minimum education required is a High School Diploma.

### TRAINING REQUIRED



A **few** (17%) employers report that training is required prior to employment. **Most** (60%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 3 months Repair Technician, Voice and Data Cabling Apprentice, or On-the-Job training.

### PREVIOUS WORK EXPERIENCE REQUIRED



A **few** (17%) employers report that work experience is required. **All** (100%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 16 months Microwave Repair Technician, Journey-level Experience, Technician, Construction, or Data Fire Alarm.

## OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

### Technical

Ability to use hand tools	2.8
Ability to read blueprints and schematics	2.5
Ability to operate electric testing equipment	2.2
Application of laser technology	1.5
Ability to operate trenching machines	1.0

### Physical

Ability to crawl under buildings	2.7
Good eyesight and color perceptions	2.5
Ability to climb poles	1.3

### Personal

Ability to work independently	3.0
Ability to work under close supervision	2.7
Willingness to work on-call	2.5

### Basic

Oral communication skills	3.0
Ability to read and follow instructions	3.0
Basic math skills	2.3

### SKILLS NEEDED FOR CAREER ADVANCEMENT:

Troubleshooting, technical, oral communication, written communication, customer service, honesty, reliability, hardworking, and math skills.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Communication, honesty, technical, customer service, written communication, on-the-job skills, and ability to work as a team.

### COMPUTER SKILLS SOUGHT:

None

### SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprenticeship Coordinators Association
- Worldwide Educational Services

### Key Terms:

**All** = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

Contra Costa County, 1999



### WAGES AND OTHER INFORMATION

#### WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$10.00 - \$12.00	\$11.00
New hires, experienced:	\$12.00 - \$15.00	\$13.50
Experienced, 3 years with firm:	\$15.00 - \$18.00	\$16.50

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$11.31	\$ 9.75
New hires, experienced:	\$ 9.00 - \$18.80	\$14.54
Experienced, 3 years with firm:	\$12.00 - \$25.00	\$18.15

"*Some* (33%) employers pay bonuses to employees working in this occupation."

#### OTHER RELEVANT INFORMATION

##### Hours Worked

*Almost all* (82%) employees worked full-time averaging 45 hours a week; a *few* (12%) worked temporary/on-call averaging 33 hours a week; a *few* (3%) worked part-time averaging 10 hours a week, and a *few* (3%) worked seasonal averaging 40 hours a week.

##### Unionization

*Most* (67%) firms, and *most* (75%) employees are union. Employers report affiliations with the following unions: International Brotherhood of Electrical Workers Local 302, and Public Employees' Union Local 1.

##### Gender

Male (98%), Female (2%).

#### FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	67%	0%
Dental Insurance	33%	0%
Vision Insurance	33%	0%
Life Insurance	17%	0%
Paid Sick Leave	17%	0%
Paid Vacation	33%	0%
Retirement Plan	33%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

#### PROMOTIONAL OPPORTUNITIES

*Almost all* (83%) employers report that they promote employees. Responding employers listed the following positions as promotional opportunities:

- Management
- Lead Telephone Technician or Senior Technician
- Engineer
- Superintendent
- Estimator
- Installer

### SIZE AND EMPLOYMENT OUTLOOK

#### Contra Costa County

##### Occupational Forecast 1995 - 2002

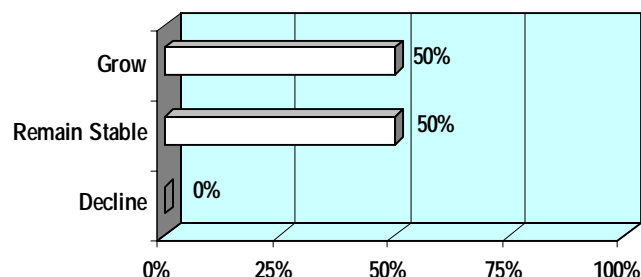
Occupation size: Medium  
Projected new jobs: 90  
Openings due to separations: 70  
Projected growth between 1995-2002 is slower than average, 14.5%. (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

#### SUPPLY AND DEMAND ASSESSMENT

Employers report it is *very difficult* to find fully experienced and qualified applicants, and it is *moderately difficult* to find inexperienced applicants that meet their hiring standards.

Employers report *some* (39%) vacancies filled over the last 12 months were due to new positions; *some* (39%) filled were due to temporary/on-call positions; a *few* (17%) filled were due to employees leaving, and a *few* (4%) filled were due to promotions.

#### EMPLOYMENT OVER THE NEXT 2 YEARS



*Many* (50%) employers responding expect this occupation's employment to grow over the next 2 years, and *many* (50%) expect it to remain stable.

#### RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employees' referrals
- Union hall referrals
- Newspaper ads

#### MAJOR EMPLOYING INDUSTRIES (In survey area)

- Cable and Other Pay Television Services
- Radio, Television and Consumer Electronics Stores
- Contractors, Electrical Work
- Cable and Other Pay Television Services

Related Dictionary of Occupational Titles (DOT) Code: 821.281-010, 822.381-014

For more information, see COG #N/A

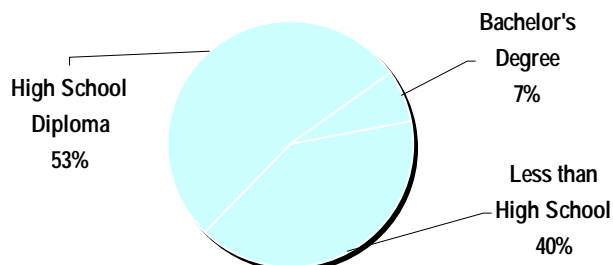
# TRUCK DRIVERS, LIGHT -INCLUDE DELIVERY AND ROUTE

15 Employers Represented

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales. **OES Code: 971050**

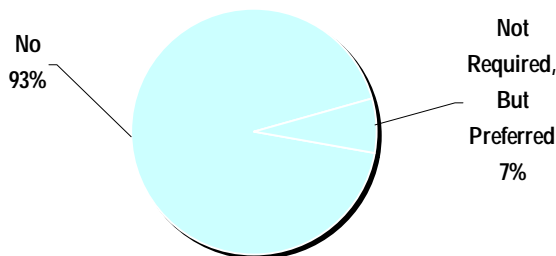
## EMPLOYER REQUIREMENTS

### EDUCATION



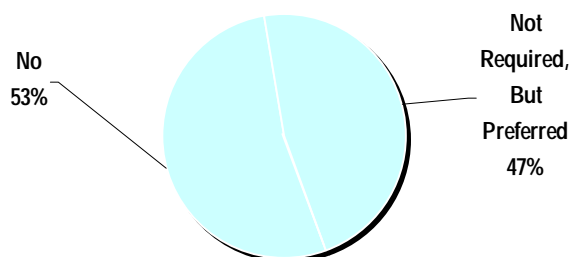
**Many** (53%) employers report that recent new hires have completed their High School Diploma or equivalent.

### TRAINING



**No** (0%) employers report that training is required prior to employment. **Most** (71%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

### EXPERIENCE



**No** (0%) employers report that work experience is required. **Most** (67%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 4 months food delivery, taxi, computers, area knowledge.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of motivation	40%
Lack of available positions	40%
Lack of upgraded skills	13%
Lack of training	7%

#### Training resources used to upgrade skills:

On-the-Job Training	53%
Workshops	20%
Apprenticeship	13%
Adult Education	7%
Community College	0%

#### Apprenticeship training program availability:

No	93%
Yes	7%

#### Type of employee found through a staffing service:

None of the Above	80%
Temporary	13%
Temporary-to-Permanent	7%
Project	0%
Seasonal	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Math skills, communications, computer knowledge, people skills, sales, and reliable.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Good driving skills.

## COMPUTER SKILLS SOUGHT (5 of 15 firms responding)

Word Processing	60%
Spreadsheet	40%
Other	40%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider training information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$6.00 - \$10.00	\$8.00
New hires, experienced:	\$7.00 - \$12.00	\$9.00
Experienced, 3 years with firm:	\$8.00 - \$15.00	\$10.00

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	68%	41
Part-Time	20%	21
Temporary/On-Call	6%	13
Seasonal	6%	21

## Unionization

None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	13	0	40	7	0	0
Dental	20	0	20	0	7	7
Vision	7	0	13	0	7	7
Life	33	0	0	0	7	7
Sick	47	13	0	0	0	0
Vacation	60	13	0	0	0	0
Retirement	20	0	13	0	7	7
Child Care	0	0	0	0	0	0
Other	13	0	0	0	0	0
(Profit sharing, employee banquet dinner )						

## PROMOTIONAL OPPORTUNITIES

**Most** (87%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Counter Sales
- Dispatcher
- Lead Driver
- Sales
- Shipping & Receiving
- Warehouse Manager
- Warehouse Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**  
906.683-010, 906.683-022

For more information, see COG #2, 255, 563

## EMPLOYMENT TRENDS

Occupation size: Very Large  
 Projected new jobs: 500  
 Openings due to separations: 300  
 Gender: 91% Male 9% Female  
 Projected growth between 1997 – 2004 is average, 17.2%  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *N/A*.

Inexperienced: ***Moderately difficult***. Employer demand is somewhat greater than the supply of qualified applicants.

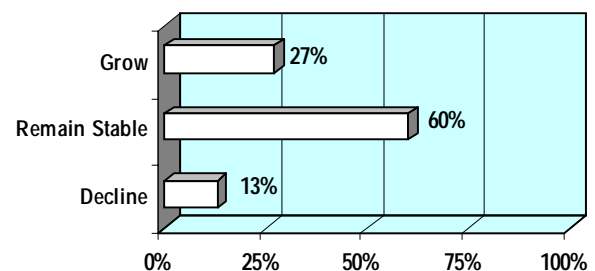
## Annual Turnover

Employers responding to the survey report a (38%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving ..... 68%  
 New Positions ..... 20%  
 Promotions ..... 9%  
 Temporary ..... 3%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

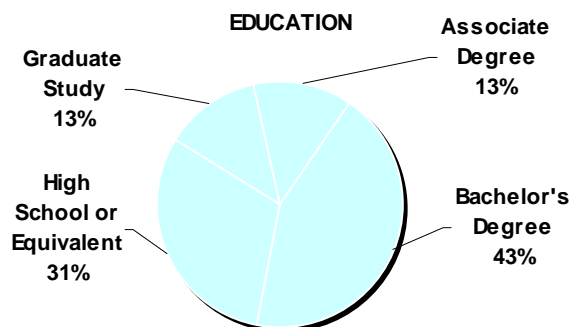
- Newspaper ads
- Employee referrals
- Walk-in applicants

## WHERE THE JOBS ARE

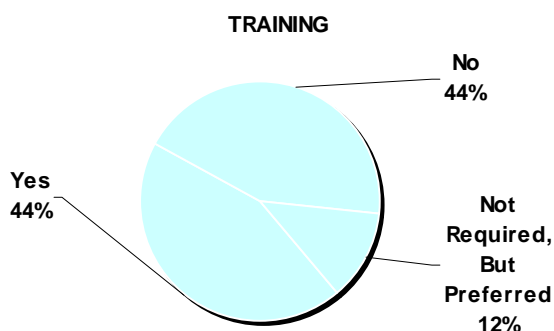
- Courier Services (except air)
- Furniture Stores
- Lumber & Building Material Dealers
- Office Equipment Wholesale
- Florist

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services. OES Code: 315140

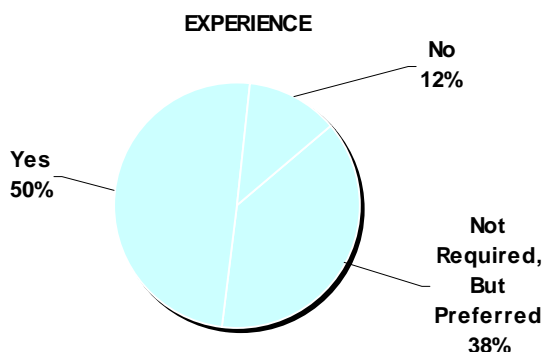
## EMPLOYER REQUIREMENTS



**Many** (43%) employers require a Bachelor's Degree.



**Many** (44%) employers report that training is required prior to employment. **Type of training required:** An average of 36 months Bachelor's Degree in Social Sciences, Master's Degree, Industry Specific Training, Pupil Personnel Services Credential and Teaching Credential. **Some** (36%) employers report that an average of 34 months of training is accepted as a substitute for experience.



**Many** (50%) employers report that work experience averaging 25 months is required. **Many** (42%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 16 months Recruiting, Special Education, Teaching, Marketing, Sociology and Psychology.

## SKILL SETS

### New Skills

Data collection, sales, counseling, industry specific, understanding of labor market, ability to work with people with disabilities, interpersonal skills, experience in the trade and dedication.

### Important Skills for Career Advancement

Organization, management, communication, experience, education, budget, computer, honesty, and professional.  
(Soft Skills: good work ethic, reliability, interpersonal skills, and good judgement)

### \*Computer Skills

Word Processing	91%
Spreadsheet	64%
Database	55%
Desktop Publishing	0%
Other	18%

(Power Point, general knowledge)

\*Based on employers responding to this question.

### Skill Shortages

Communication skills, Writing skills (grammar, spelling, etc.), English, Ongoing training.

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,  
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001

## WAGES AND BENEFITS

## WAGES

## Non-Union

	Range	Median
New hires, no experience:	\$ 8.00 - \$26.64	\$11.98
New hires, experienced:	\$ 9.00 - \$28.23	\$13.75
Experienced, 3 years with firm:	\$11.00 - \$35.29	\$16.39

## Union

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$17.75 - \$40.00	\$24.55
Experienced, 3 years with firm:	\$19.66 - \$40.00	\$25.57

Employers reported paying other compensation.

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	74%	38
Part-Time	25%	17
Temporary/On Call	1%	40
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day and a *few* (13%) reported Other: occasional evenings.

## Unionization

Union firms: *Some* (25%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	56	6	25	19	0	0
Dental	44	6	25	6	6	0
Vision	44	6	25	6	0	0
Life	63	13	0	0	0	0
Sick	69	19	6	0	0	0
Vacation	75	19	6	0	0	0
Retirement	44	19	19	6	6	0
Child Care	0	0	0	0	0	0
Other	6	6	0	0	0	0
ADD Insurance, Long term disability						

## PROMOTIONAL OPPORTUNITIES

*Most* (63%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Management
- Skills Director
- Lead Counselor
- Financial Aid Director

## OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:  
045.107-010 045.107-014 045.107-018 045.107-038

For more information, see COG #429

## EMPLOYMENT TRENDS

Occupation size: Small  
Projected new jobs: 130  
Openings due to separations: 70  
Gender: 29% Male 71% Female  
Projected growth between 1997 – 2004 is much faster than average, 32.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

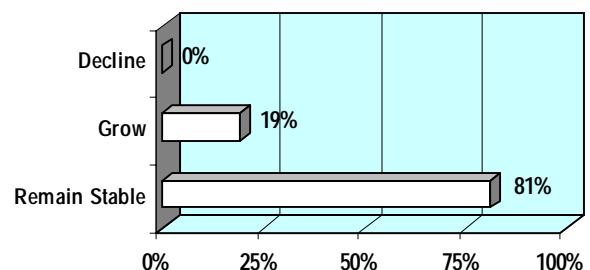
## Annual Turnover

Employers responding to the survey report a (19%) annual turnover rate.

## Percentage of New Hires in the Last Year

Employees Leaving .....	68%
New Positions .....	20%
Promotions .....	8%
Temporary .....	4%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- In-House Promotion or Transfer
- Internet

## WHERE THE JOBS ARE

- Beauty Shops
- Colleges, Community and Technical Institutes
- Colleges, Universities and Professional Schools
- Schools and Educational Services, N.E.C.
- Schools Elementary & Secondary
- Schools Vocational, N.E.C.
- Social Services, Individual and Family

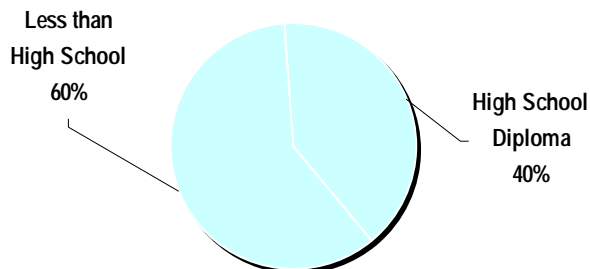
# WAITERS AND WAITRESSES

15 Employers Represented

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Does not include workers who only work at counters. **OES Code: 650080**

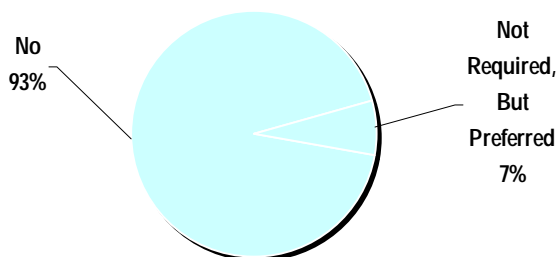
## EMPLOYER REQUIREMENTS

### EDUCATION



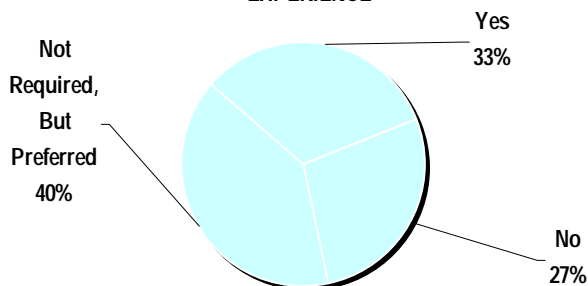
**Most** (60%) employers report that recent new hires have less than High School Diploma or equivalent.

### TRAINING



**No** (0%) employers report that training is required prior to employment. **Many** (55%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 6 months good manager.

### EXPERIENCE



**Some** 33%) employers report that work experience is required. **Most** (70%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months food industry, hostess, dishwasher, or customer relations.

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	47%
Lack of motivation	33%
Lack of upgraded skills	20%
Lack of training	0%

#### Training resources used to upgrade skills:

On-the-Job Training	93%
Workshops	27%
Adult Education	20%
Community College	13%
Apprenticeship	7%

#### Apprenticeship training program availability:

No	93%
Yes	7%

#### Type of employee found through a staffing service:

None of the Above	100%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Good attendance, communication, motivation, flexibility, teamwork, detail, people skills, problem solving, organized, and management skills.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Diplomacy, accuracy, leadership, effective organizer, ordering, and management training.

## COMPUTER SKILLS SOUGHT: (5 of 15 firms responding)

Word processing	40%
Spreadsheet	40%
Database	20%
Other	80%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$5.75 - \$7.00	\$5.88
New hires, experienced:	\$5.75 - \$7.00	\$6.00
Experienced, 3 years with firm:	\$5.75 - \$10.25	\$6.00

"**Almost all** (93%) employees working in this occupation receive tips."

## Hours Worked

	% of Employees	Weekly Hours
Full-Time	29%	36
Part-Time	64%	20
Temporary/On-Call	4%	19
Seasonal	3%	24

## Unionization

Union firms	1 of 15	7%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	13	0	40	13	7	7
Dental	13	0	40	13	7	7
Vision	7	0	27	0	7	7
Life	13	0	33	0	0	0
Sick	33	7	7	7	0	0
Vacation	40	33	20	7	0	0
Retirement	7	0	13	20	0	0
Child Care	0	0	0	0	0	0
Other	0	0	0	0	0	0

## PROMOTIONAL OPPORTUNITIES

**Almost all** (93%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Assistant Manager
- Captain
- Cook
- Crew Leader
- Manager
- Service Leader
- Service Manager
- Trainer

Related **Dictionary of Occupational Titles (DOT) Code:**

311.477-018, 311.477-022, 311.477-026, 311.477-030, 311.674-018, 350.677-030

For more information, see COG #42

## EMPLOYMENT TRENDS

Occupation size: Very Large  
 Projected new jobs: 620  
 Openings due to separations: 1810  
 Gender: 35% Male 65% Female  
 Projected growth between 1997 – 2004 is slower than average, 14.7%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

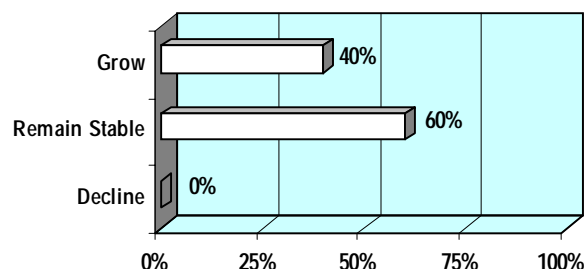
## Annual Turnover

Employers responding to the survey report a (40%) annual turnover rate.

## Percentage of new Hires in the Last Year

Employees Leaving ..... 64%  
 New Positions ..... 8%  
 Promotions ..... 7%  
 Temporary ..... 22%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- Walk-in applicants

## WHERE THE JOBS ARE

- Golf Courses, Public
- Restaurants, Caterers & Eating Places
- Sports & Recreation Clubs, Memberships



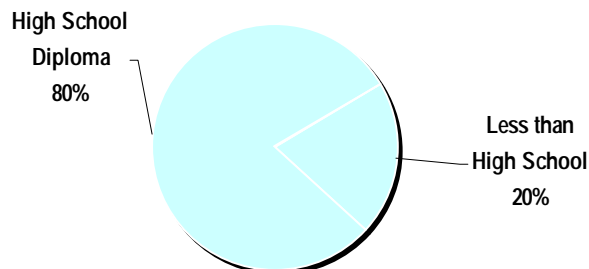
# WELDERS AND CUTTERS

15 Employers Represented

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders or blueprints. OES Code: 939140

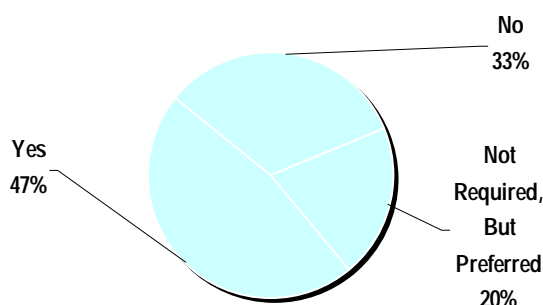
## EMPLOYER REQUIREMENTS

### EDUCATION



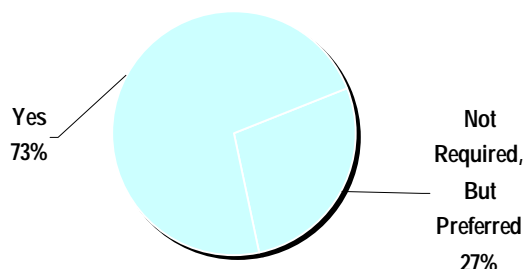
**Almost all** (80%) employers report that recent new hires have completed their High School Diploma or equivalent.

### TRAINING



**Many** (47%) employers report that training is required prior to employment. **Most** (73%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 36 months welding apprenticeship.

### EXPERIENCE



**Most** (73%) employers report that work experience is required. **Many** (40%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 21 months Operator, Boilermaker, Pipefitter, Rigger, Layout, or Fabricator.

Workforce Development questions were rated as follows:

#### The most prevalent obstacle to promotion:

Lack of available positions	33%
Lack of upgraded skills	27%
Lack of motivation	13%
Lack of training	7%

#### Training resources used to upgrade skills:

On-the-Job Training	60%
Apprenticeship	27%
Adult Education	13%
Community College	13%
Workshops	13%

#### Apprenticeship training program availability:

No	47%
Yes	33%

#### Type of employee found through a staffing service:

None of the Above	87%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

## SKILLS NEEDED FOR CAREER ADVANCEMENT

Supervision, teamwork, leadership, initiative, able to read prints/layout and estimate, and reliable.

## NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Web site searching, layout, fabricating, blueprint reading, and technical school.

## COMPUTER SKILLS SOUGHT (5 of 15 firms responding)

Word Processing	20%
Spreadsheet	20%
Database	20%
Other	80%

## RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

## LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

## WAGES AND OTHER INFORMATION

## WAGES

**Non-Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$10.00 - \$18.00	\$14.00
Experienced, 3 years with firm:	\$14.00 - \$18.50	\$17.45

**Union**

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$15.00 - \$18.62	\$16.81
New hires, experienced:	\$13.70 - \$24.58	\$18.00
Experienced, 3 years with firm:	\$24.58 - \$34.76	\$26.50

## Hours Worked

	<u>% of Employees</u>	<u>Weekly Hours</u>
Full-Time	88%	41
Part-Time	9%	25
Temporary/On-Call	3%	45

## Unionization

Union firms	6 of 14	43%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	40	7	33	0	0	0
Dental	33	13	20	0	0	0
Vision	33	7	13	0	0	0
Life	20	7	7	0	13	0
Sick	33	0	0	0	0	0
Vacation	73	7	7	0	0	0
Retirement	33	7	20	0	0	0
Child Care	0	0	0	0	7	0
Other	7	7	0	0	0	0
(Workers' compensation)						

## PROMOTIONAL OPPORTUNITIES

**Most** (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman
- Inspector
- Lead Man
- Manager
- Superintendent
- Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**

810.384-014, 811.684-014, 816.364-010, 816.464-010, 816.482-010, 819.384-010

For more information, see COG #49, 84, 112

## EMPLOYMENT TRENDS

Occupation size: Small  
 Projected new jobs: 80  
 Openings due to separations: 80  
 Gender: 98% Male 2% Female  
 Projected growth between 1997 – 2004 is Average. 18.6%.  
 (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

## SUPPLY AND DEMAND

## Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

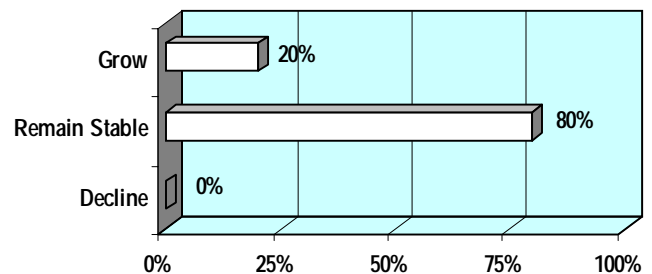
## Annual Turnover

Employers responding to the survey report an (8%) annual turnover rate.

## Percentage of new Hires in the Last Year

Employees Leaving .....	35%
New Positions .....	27%
Promotions .....	4%
Temporary .....	35%

## EMPLOYMENT OVER THE NEXT 2 YEARS



## PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- Union hall referrals

## WHERE THE JOBS ARE

- Contractors, General, Other Nonresidential Buildings
- Contractors, Heavy Construction, N.E.C.
- Help Supply & Employee Leasing Services
- Machinery & Equipment Parts & Repair ( Machine Shop) Industrial & Commercial, N.E.C
- Metal Plating, Electroplating, Polishing & Anodizing
- Petroleum, Crude & Natural Gas Production
- Repair Shops & Related Services, N.E.C.
- Sheet Metal Work
- Welding & Welding Repair Shops

## TRAINING DIRECTORY

This section provides a sample of the training programs, community colleges and universities available in Contra Costa County for the occupations highlighted in this report. While we have made every effort to ensure that information is accurate and current, this information changes frequently. Readers are encouraged to contact the education and training providers directly to update information. The Employment Development Department (EDD) does not endorse the schools listed. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile. For additional training provider information please visit the following web sites: [www.soiic.ca.gov](http://www.soiic.ca.gov) and [www.cactis.ca.gov](http://www.cactis.ca.gov).

### Adjustment Clerks

- Contra Costa College
- Contra Costa County Regional Occupational Program
- Los Medanos College
- Martinez Adult School
- Mt. Diablo Vocational Services Training
- Pittsburg Adult Education Center
- West Contra Costa Adult Education
- Worldwide Educational Services

### Automotive Mechanics

- Contra Costa College
- Contra Costa County Regional Occupational Program
- Los Medanos College
- Martinez Adult School

### Bill and Account Collectors

- ACTECH Institute
- Cal State University, Hayward
- Contra Costa College
- Diablo Valley College
- Frederick W. Taylor University
- Heald College
- John F. Kennedy University
- Los Medanos College
- Martinez Adult School
- Mt. Diablo Adult Education
- Mt. Diablo Vocational Services Training
- Pittsburg Adult Education Center
- St. Mary's College
- University of California, Berkeley University Extension
- University of San Francisco
- San Ramon Regional Campus
- West Contra Costa Adult Education
- Worldwide Educational Services

### Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers

- Contra Costa County Regional Occupational Program
- Martinez Adult School
- Mt. Diablo Adult Education
- West Contra Costa Adult Education
- Worldwide Educational Services

### Brick Masons

Training for this occupation is not provided within the county

### Bus and Truck Mechanics

- Martinez Adult School

### Carpet Installers

- Diablo Valley College
- JATC Of The Bay Area Inc.

### Computer Aided Design (CAD) Technicians

- Construction Craft Training Center
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- University Of California, Berkeley - University Extension

### Computer and Software Support Technicians

- Antioch Adult School
- California State University, Hayward
- Contra Costa College
- Cyber State University
- Diablo Valley College
- Frederick W Taylor University
- Golden Gate University
- Heald Business College
- Heald College - School Of Technology
- Los Medanos College
- Professional Skills Institute
- Silicon Valley College
- St. Mary's College
- University Of California, Berkeley - University Extension
- University Of San Francisco - San Ramon

### Computer Network Technicians

- Antioch Adult School
- California State University, Hayward
- Chapman University Academic Center
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Cyber State University
- Diablo Valley College
- Frederick W Taylor University
- Gateway Country Companies, Inc.
- Golden Gate University
- Heald Business College
- Heald College - School Of Technology
- Los Medanos College
- Martinez Adult School
- Micro-Easy Computer Institute
- Mt. Diablo Adult Education
- Mt. Diablo Vocational Services Training
- New Horizons Computer Learning Center
- Pittsburg Adult Education Center
- Professional Skills Institute
- Silicon Valley College
- Software Advanced Technologies Institute
- University Of California, Berkeley - University Extension

University Of Phoenix  
Worldwide Educational Services

**Computer Support Specialists**

Antioch Adult School  
California State University, Hayward  
Contra Costa College  
Cyber State University  
Diablo Valley College  
Frederick W Taylor University

**Construction Managers**

Diablo Valley College  
JATC of the Bay Area

**Cooks, Restaurant**

Contra Costa College

**Cost Estimators**

Martinez Adult School  
Diablo Valley College  
Worldwide Educational Services

**Counter Attendants**

Diablo Valley College

**Data Processing Equipment Repairers**

Antioch Adult School  
Contra Costa County Regional Occupational Program  
Diablo Valley College  
Heald College - School Of Technology  
Martinez Adult School  
Mt. Diablo Adult Education  
Pittsburg Adult Education Center  
Professional Skills Institute  
Worldwide Educational Services

**Demonstrators and Promoters**

Contra Costa County Regional Occupational  
Program  
Heald College  
The Service Quality Department

**Dental Assistants**

Contra Costa College  
Diablo Valley College  
Mt. Diablo Adult Education  
Western Career College

**Drywall Installers**

Diablo Valley College  
JATC Of The Bay Area Inc.

**Electric Home Appliance and Power Tool Repairers**

Construction Craft Training Center  
Heald College - School Of Technology  
Los Medanos College  
Worldwide Educational Services

Golden Gate University  
Heald Business College  
Heald College - School Of Technology  
Los Medanos College  
Professional Skills Institute  
Silicon Valley College  
St. Mary's College  
University Of California, Berkeley - University  
Extension  
University Of San Francisco - San Ramon

**Electrical and Electronic Assemblers**

Antioch Adult School  
Heald College - School Of Technology  
Pittsburg Adult Education Center  
Worldwide Educational Services

**Electrical and Electronic Engineering Technicians  
and Technologists**

Contra Costa College  
Contra Costa County Regional Occupational Program  
Heald College - School Of Technology  
Los Medanos College  
Martinez Adult School  
West Contra Costa Adult Education  
Worldwide Educational Services

**Electronic Home Entertainment Equipment  
Repairers**

Heald College - School Of Technology  
Worldwide Educational Services

**Employment Interviewers, Private or Public  
Employment Service**

California State University, Hayward  
Chapman University Academic Center  
Frederick W Taylor University  
Golden Gate University  
University Of California, Berkeley - University  
Extension  
University Of San Francisco - San Ramon

**Engineering, Mathematical, and Natural Sciences  
Managers**

California State University, Hayward  
Contra Costa College  
Frederick W Taylor University  
Golden Gate University  
John F Kennedy University  
Los Medanos College  
University Of California, Berkeley - University  
Extension  
University Of Phoenix  
University Of San Francisco - San Ramon  
Worldwide Educational Services

**Food Preparation Workers**

Contra Costa County Regional Occupational Program  
Diablo Valley College  
Rubicon Programs, Inc.

**Forklift Operators**

Worldwide Educational Services

**General Managers and Top Executives**

California State University, Hayward  
Contra Costa College  
Frederick W Taylor University  
Golden Gate University  
John F Kennedy University  
Los Medanos College  
University Of California, Berkeley - University  
Extension  
University Of Phoenix  
University Of San Francisco - San Ramon  
Worldwide Educational Services

**General Office Clerks**

Contra Costa College  
Contra Costa County Regional Occupational Program  
Los Medanos College  
Martinez Adult School  
Mt. Diablo Vocational Services Training  
Pittsburg Adult Education Center  
West Contra Costa Adult Education  
Worldwide Educational Services

**Graphic Designers**

Contra Costa College  
Contra Costa County Regional Occupational Program  
Diablo Valley College  
John F Kennedy University  
Los Medanos College  
Silicon Valley College  
St. Mary's College  
University Of California, Berkeley - University  
Extension  
West Contra Costa Adult Education

**Guards and Watch Guards**

Center For Professional Investigative Training  
Contra Costa County Regional Occupational Program  
Martinez Adult School  
Worldwide Educational Services

**Hairdressers, Hairstylists, and Cosmetologists**

Contra Costa County Regional Occupational Program  
De Loux Cosmetology  
Delta Beauty College Inc.  
Designs School Of Cosmetology  
Los Medanos College  
Paris Beauty College

**Hand Packers and Packagers**

Contra Costa County Regional Occupational  
Program

**Heating, Air Conditioning, and Refrigeration  
Mechanics and Installers**

University Of California, Berkeley - University  
Extension  
West Contra Costa Adult Education

**Home Health Aides**

Mt. Diablo Adult Education  
Pittsburg Adult Education Center

**Human Service Workers**

Diablo Valley College  
Martinez Adult School

**Industrial Truck and Tractor Operators**

American Truck School  
Western Contra Costa Adult Education

**Instructional Aides**

Pittsburg Adult Education Center  
St. Mary's College  
University Of California, Berkeley - University  
Extension  
West Contra Costa Adult Education

**Instructors and Coaches, Sports and Physical  
Training**

Contra Costa College  
Diablo Valley College  
Pittsburg Adult Education Center  
St. Mary's College  
University Of California, Berkeley - University  
Extension  
West Contra Costa Adult Education

**Internet Web Site Designers/Developers  
(Webmasters)**

California State University, Hayward  
Contra Costa College  
Cyber State University  
Heald Business College  
Micro-Easy Computer Institute  
St. Mary's College  
University Of California, Berkeley - University  
Extension  
University Of San Francisco - San Ramon

**Janitors and Cleaners - Except Maids and  
Housekeeping Cleaners**

Contra Costa County Regional Occupational Program  
Rubicon Programs, Inc.  
West Contra Costa Adult Education

**Licensed Vocational Nurses**

Los Medanos College

**Loan and Credit Clerks**

Cal State University, Hayward  
Contra Costa College  
Diablo Valley College  
Heald College  
Los Medanos  
Martinez Adult School  
Pittsburg Adult Education Center  
St. Mary's College

**Machinists**

Contra Costa County Regional Occupational Program  
Diablo Valley College

**Maids and Housekeeping Cleaners**

Contra Costa County Regional Occupational Program  
Rubicon Programs, Inc.  
West Contra Costa Adult Education

**Manager, Retail Store**

Diablo Valley College  
John F Kennedy University  
Los Medanos College  
The Service Quality Department  
Worldwide Educational Services

**Manicurists**

Contra Costa County Regional Occupational Program  
De Loux Cosmetology  
Delta Beauty College Inc.  
Designs School Of Cosmetology  
Los Medanos College  
Antioch Adult School  
Contra Costa College  
Contra Costa County Regional Occupational Program  
Mt. Diablo Adult Education  
Pittsburg Adult Education Center  
Professional Skills Institute  
Silicon Valley College  
Western Career College

**Medical Records Technicians**

Pittsburg Adult Education Center

**Network Professionals**

Antioch Adult School  
California State University, Hayward  
Chapman University Academic Center  
Contra Costa College  
Contra Costa County Regional Occupational Program  
Cyber State University  
Diablo Valley College  
Frederick W Taylor University  
Gateway Country Companies, Inc.  
Golden Gate University  
Heald Business College  
Heald College - School Of Technology  
Los Medanos College  
Martinez Adult School  
Micro-Easy Computer Institute  
Mt. Diablo Adult Education  
Mt. Diablo Vocational Services Training  
New Horizons Computer Learning Center  
Pittsburg Adult Education Center  
Professional Skills Institute  
Silicon Valley College  
Software Advanced Technologies Institute  
University Of California, Berkeley - University Extension  
University Of Phoenix  
West Contra Costa Adult Education  
Worldwide Educational Services

**Nurse Aides**

Mt. Diablo Adult Education  
Pittsburg Adult Education Center

Paris Beauty College

**Marketing, Advertising, and Public Relations Managers**

California State University, Hayward  
Contra Costa College  
Contra Costa County Regional Occupational Program  
Frederick W Taylor University  
Golden Gate University  
John F Kennedy University  
Los Medanos College  
University Of California, Berkeley - University Extension  
University Of Phoenix  
Worldwide Educational Services

**Medical Assistants**

**Paris Beauty College  
Opticians, Dispensing and Measuring  
Martinez Adult School**

**Personnel, Training and Labor Relations Specialists**

California State University, Hayward  
Chapman University Academic Center  
Frederick W Taylor University  
Golden Gate University  
University Of California, Berkeley - University Extension  
University Of San Francisco - San Ramon  
Worldwide Educational Services

**Physical Therapy Aides**

**Contra Costa County Regional Occupational Program**

**Physical Therapy Assistants**

Training for this occupation is not provided within the county

**Plasterers and Stucco Masons**

Diablo Valley College  
JATC Of The Bay Area Inc.

**Police Patrol Officers**

Diablo Valley College  
Los Medanos College  
University Of San Francisco - San Ramon

**Pruners**

Diablo Valley College

**Receptionists and Information Clerks**

Contra Costa College  
Contra Costa County Regional Occupational Program  
Los Medanos College  
Martinez Adult School  
Mt. Diablo Vocational Services Training  
Pittsburg Adult Education Center



**Registered Nurses**

California State University, Hayward  
Contra Costa College  
Diablo Valley College  
Los Medanos College  
Pittsburg Adult Education Center  
St. Mary's College  
University Of Phoenix

**Roofers**

Diablo Valley College  
JATC Of The Bay Area Inc.

**Sales Agents - Securities, Commodities and Financial Services**

Contra Costa County Regional Occupational Program  
Mt. Diablo Adult Education

**Sales Representatives - Except Scientific and Related Products and Services**

Diablo Valley College  
Heald Business College  
John F Kennedy University  
Los Medanos College  
The Service Quality Department  
West Contra Costa Adult Education

**Salespersons - Retail (Except Vehicle Sales)**

Diablo Valley College  
Heald Business College  
John F Kennedy University  
Los Medanos College  
The Service Quality Department  
Worldwide Educational Services

**Secretaries, Except Legal and Medical**

Contra Costa College  
Contra Costa County Regional Occupational Program  
Diablo Valley College  
Heald Business College  
Los Medanos College  
Mt. Diablo Adult Education  
Pittsburg Adult Education Center

**Software Engineer**

Frederick W Taylor University  
Golden Gate University  
Martinez Adult School  
Silicon Valley College  
Software Advanced Technologies Institute

**Teachers - Secondary School**

American Truck School  
California State University, Hayward  
University Of California, Berkeley  
Chapman University Academic Center  
Contra Costa College  
St. Mary's College  
University Of California, Berkeley - University Extension  
University Of San Francisco - San Ramon  
West Contra Costa Adult Education

**Teachers - Special Education**

Chapman University Academic Center  
Mt. Diablo Adult Education  
Pittsburg Adult Education Center  
St. Mary's College  
University Of California, Berkeley - University Extension

**Teachers and Instructors - Vocational Education and Training**

California State University, Hayward  
Pittsburg Adult Education Center  
St. Mary's College  
University Of California, Berkeley - University Extension

**Telephone and Cable TV Line Installers and Repairers**

Worldwide Educational Services

**Truck Drivers, Light Include Delivery and Route Workers**

American Truck School

**Vocational and Educational Counselors**

Chapman University Academic Center  
John F Kennedy University

**Waiters and Waitresses**

Diablo Valley College

**Welders and Cutters**

Contra Costa College  
Diablo Valley College  
Los Medanos College  
Pittsburg Adult Education Center



## TRAINING DIRECTORY

**Provider: AMERICAN TRUCK SCHOOL**

**Physical Address:** 16366 San Pablo Ave  
San Pablo, CA 94806

**School Type:** Other Education

**Phone:** (510) 724-0524

**Fax:** (510) 724-3330

**Internet/URL:** not applicable

**Email:** americantruckschool@home.com

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Teachers, Secondary School  
Truck Drivers, Light, Include Delivery and Route Workers

**Training Program(s):**

Driver and Safety Teacher Education  
Truck, Bus and Other Commercial Vehicle Operator

**Provider: ANTIOCH ADULT SCHOOL**

**Physical Address:** 820 W. 2nd Street  
Antioch, CA 94509

**School Type:** Public Adult Schools with occupational programs

**Phone:** (925) 706-5365

**Fax:** (925) 778-5843

**Internet/URL:** <http://www.antioch.k12.ca.us>

**Email:** not available

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	Yes		

**Occupational Title:**

Computer and Software Support Technicians

Computer Network Technicians

Computer Support Specialists

Data Processing Equipment Repairers

Electrical and Electronic Assemblers

Medical Assistants

Network Professionals

**Training Program(s):**

Business Systems Networking and Telecommunications  
Business Systems Networking and Telecommunications  
Computer and Information Sciences, General  
Computer and Information Sciences, Other  
Business Systems Networking and Telecommunications  
Computer Installer and Repairer  
Computer Installer and Repairer  
Medical Assistant  
Business Systems Networking and Telecommunications  
Computer and Information Sciences, General  
Computer and Information Sciences, Other

## TRAINING DIRECTORY

**Provider:** CALIFORNIA STATE UNIVERSITY, HAYWARD

**Physical Address:** 4700 Ygnacio Valley Road  
Concord, CA 94521

**School Type:** Public 4- or more year Colleges  
and Universities, including all Graduate and  
Professional Schools

**Phone:** (925) 602-6700

**Fax:** (925) 602-6750

**Internet/URL:** <http://www.ccc.csu Hayward.edu>

**Email:** not available

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	Yes
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	Yes
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer and Software Support Technicians

Computer Network Technicians

Computer Support Specialists

Employment Interviewers, Private Or Public

Employment Service

Engineering, Mathematical, and Natural Sciences  
Managers

General Managers and Top Executives

Internet Web Site Designers/Developers  
(Webmasters)

Marketing, Advertising, and Public Relations  
Managers

Network Professionals

Personnel, Training, and Labor Relations  
Specialists

Registered Nurses

Teachers and Instructors, Vocational Education  
and Training

Teachers, Secondary School

**Training Program(s):**

Management Information Systems and  
Business Data Processing

Computer Science

Management Information Systems and  
Business Data Processing

Human Resources Management

Public Administration

Business Administration and Management,  
General

Public Administration

Business Administration and Management,  
General

Management Information Systems and  
Business Data Processing,

Business Administration and Management,  
General

Computer Science

Human Resources Management

Nursing (R.N. Training)

Secondary Teacher Education

Secondary Teacher Education

**Provider:** CENTER FOR PROFESSIONAL INVESTIGATIVE TRAINING

**Physical Address:** 2645 Pleasant Hill Rd  
Pleasant Hill, CA 94523

**School Type:** Proprietary (Private) Business and  
Technical Schools

**Phone:** (925) 927-6620

**Fax:** (925) 927-6624

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		

## TRAINING DIRECTORY

**Internet/URL:** not applicable  
**Email:** cpit-office@juno.com

**Distance Learning:** No  
**English as a Second Language:** No

**Occupational Title:**  
Guards and Watch Guards

**Training Program(s):**  
Security and Loss Prevention Services

**Provider:** CHAPMAN UNIVERSITY ACADEMIC CENTER

**Physical Address:** 2600 Stanwell Drive, #110  
Concord, CA 94520

**School Type:** Private 4- or more year Colleges  
and Universities, including Graduate and  
Professional Schools

**Phone:** (925) 680-1407

**Fax:** (925) 680-7186

**Internet/URL:** <http://www.chapman.edu>

**Email:** concord@chapman.edu

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	Yes
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	Yes
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**  
Computer Network Technicians

Employment Interviewers, Private Or Public  
Employment Service  
Network Professionals

Personnel, Training, and Labor Relations  
Specialists  
Teachers, Secondary School

Teachers, Special Education  
Vocational and Educational Counselors

**Training Program(s):**  
Computer and Information Sciences,  
General  
Human Resources Management

Computer and Information Sciences,  
General  
Human Resources Management

Teacher Education, Specific Academic and  
Vocational Programs  
Education of the Physically Handicapped  
Counselor Education Counseling and  
Guidance Services

**Provider:** CONSTRUCTION CRAFT TRAINING CENTER

**Physical Address:** 5750 Imhoff Drive Suite C  
Concord, CA 94520

**School Type:** Apprenticeship Programs

**Phone:** (510) 785-2282

**Fax:** (510) 785-1798

**Internet/URL:** <http://www.cctc.edu>

**Email:** tracey@cctc.edu

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**  
Electric Home Appliance and Power Tool Repairers

**Training Program(s):**  
Electrical and Electronics Equipment

## TRAINING DIRECTORY

Computer Aided Design (CAD) Technicians

Installer and Repairer,  
Environmental and Pollution Control  
Tech./Technician

**Provider:** CONTRA COSTA COLLEGE

**Physical Address:** 2600 Mission Bell Drive  
San Pablo, CA 94806-3195

**School Type:** Community Colleges

**Phone:** (510) 235-7800

**Fax:** (510) 236-6768

**Internet/URL:** <http://www.contracosta.cc.ca.us>

**Email:** slichter@contracosta.cc.ca.us

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	Yes
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	Yes	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	Yes		

**Occupational Title:**

Adjustment Clerks  
Automotive Mechanics  
Computer Aided Design (CAD) Technicians  
  
Computer and Software Support Technicians  
  
Computer Network Technicians  
  
  
  
  
Computer Support Specialists  
  
Cooks, Restaurant  
Dental Assistants  
  
Electrical and Electronic Engineering Technicians  
and Technologists  
Engineering, Mathematical, and Natural Sciences  
Managers  
General Managers and Top Executives  
  
General Office Clerks  
Graphic Designers  
Instructors and Coaches, Sports and Physical  
Training  
Internet Web Site Designers/Developers  
(Webmasters)  
Marketing, Advertising, and Public Relations  
Managers  
  
Medical Assistants  
Network Professionals

**Training Program(s):**

General Office/Clerical And Typing Services  
Auto/Automotive Mechanic/Technician  
Industrial Production Technol./Technicians,  
Other  
Business Systems Networking and  
Telecommunications  
Business Systems Networking and  
Telecommunications  
Computer and Information Sciences, Other  
Computer Science  
Computer Programming  
Computer and Information Sciences,  
General  
Business Systems Networking and  
Telecommunications  
Culinary Arts/Chef Training  
Dental Assistant  
Electrical, Electronic and Communications  
Engin. Tech./Techn  
  
Business Administration And Management,  
General  
Business Administration And Management,  
General  
General Office/Clerical And Typing Services  
Art, General  
Physical Education Teaching And Coaching  
  
Computer Programming  
  
Business Marketing And Marketing  
Management  
Business Administration and Management,  
General  
Medical Assistant  
Business Systems Networking and

## TRAINING DIRECTORY

Receptionists and Information Clerks  
Registered Nurses  
Secretaries, Except Legal and Medical

Shipping, Receiving, and Traffic Clerks  
Teachers, Secondary School

Welders and Cutters

Telecommunications  
Computer and Information Sciences, Other  
Computer Science  
Computer Programming  
Computer and Information Sciences,  
General  
General Office/Clerical and Typing Services  
Nursing (R.N. Training)  
Administrative Assistant/Secretarial  
Science, General  
General Office/Clerical and Typing Services  
Physical Education Teaching and Coaching  
Driver and Safety Teacher Education  
Welder/Welding Technologist

**Provider: CONTRA COSTA COUNTY REGIONAL OCCUPATIONAL PROGRAM**

**Physical Address:** 77 Santa Barbara Rd  
Pleasant Hill, CA 94523

**School Type:** Secondary Schools with  
Occupational Programs (ROP and vocational/  
occupational education)

**Phone:** (925) 942-3448

**Fax:** (925) 934-1057

**Internet/URL:** <http://www.cccoe.k12.ca.us/rop>

**Email:** lhuntsman@cccoe.k12.ca.us

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Adjustment Clerks  
Automotive Mechanics  
Bookkeeping, Accounting, and Auditing Clerks  
Computer Aided Design (CAD) Technicians

Computer Network Technicians

Data Processing Equipment Repairers  
Electrical and Electronic Engineering Technicians  
and Technologists  
Food Preparation Workers

General Office Clerks  
Graphic Designers

Guards and Watch Guards  
Hairdressers, Hairstylists, and Cosmetologists  
Internet Web Site Designers/Developers

**Training Program(s):**

General Office/Clerical and Typing Services  
Auto/Automotive Mechanic/Technician  
Accounting Technician  
Radio and Television Broadcasting  
Tech./Technician  
Plastics Tech./Technician  
Architectural Engineering Tech./Technician  
Computer and Information Sciences,  
General  
Computer Programming  
Data Processing Tech./Technician  
Computer Main. Tech./Technician  
Electrical, Electronic and Communications  
Engin. Tech./Techn  
Food Caterer  
Institutional Food Workers and  
Administrators, General  
General Office/Clerical and Typing Services  
Graphic Design, Commercial Art and  
Illustration  
Security and Loss Prevention Services  
Cosmetologist  
Computer Programming

## TRAINING DIRECTORY

Janitors and Cleaners, Except Maids and Housekeeping Cleaners  
Machinists  
Maids and Housekeeping Cleaners  
Manicurists  
Marketing, Advertising, and Public Relations Managers  
Medical Assistants  
  
Network Professionals

Receptionists and Information Clerks  
Sales Agents, Securities, Commodities, and Financial Service  
Secretaries, Except Legal and Medical  
  
Shipping, Receiving, and Traffic Clerks

Custodian/Caretaker  
  
Machine Shop Assistant  
Custodian/Caretaker  
Cosmetologist  
Hotel/Motel Services Marketing Operations  
  
Medical Assistant  
Medical Office Management  
Computer and Information Sciences, General  
Computer Programming  
Data Processing Tech./Technician  
General Office/Clerical and Typing Services  
Financial Services Marketing Operations  
  
Administrative Assistant/Secretarial Science, General  
General Office/Clerical and Typing Services

**Provider:** CYBER STATE UNIVERSITY

**Physical Address:** 3746 Mt. Diablo Blvd  
Lafayette, CA 94549

**School Type:** Proprietary (Private) Business and Technical Schools

**Phone:** (925) 299-2000

**Fax:** (925) 299-2389

**Internet/URL:** <http://www.cyberstateu.com>

**Email:** admissions@cyberstateu.com

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer and Software Support Technicians

Computer Network Technicians

Computer Support Specialists

Internet Web Site Designers/Developers (Webmasters)

Network Professionals

**Training Program(s):**

Business Systems Networking and Telecommunications

Business Systems Networking and Telecommunications

Computer Programming

Computer and Information Sciences, General

Business Systems Networking and Telecommunications

Computer Programming

Business Systems Networking and Telecommunications

Computer Programming

Computer and Information Sciences, General

## TRAINING DIRECTORY

**Provider:** DE LOUX COSMETOLOGY

**Physical Address:** 4330 Clayton Road, #E  
Concord, CA 94521

**School Type:** Proprietary (Private) Business and  
Technical Schools

**Phone:** (925) 602-1040

**Fax:** (925) 682-0588

**Internet/URL:** not applicable

**Email:** not available

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**  
Hairdressers, Hairstylists, and Cosmetologists  
Manicurists

**Training Program(s):**  
Cosmetologist  
Cosmetologist

**Provider:** DELTA BEAUTY COLLEGE INC.

**Physical Address:** 320 H Street  
Antioch, CA 94509

**School Type:** Secondary Schools with  
Occupational Programs (ROP and vocational/  
occupational education)

**Phone:** (925) 754-1220

**Fax:** (925) 754-8134

**Internet/URL:** not applicable

**Email:** not available

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**  
Hairdressers, Hairstylists, and Cosmetologists  
Manicurists

**Training Program(s):**  
Cosmetologist  
Cosmetologist

**Provider:** DESIGNS SCHOOL OF COSMETOLOGY

**Physical Address:** 2800 Hilltop Mall Ste 610  
Richmond, CA 94806

**School Type:** Proprietary (Private) Business and  
Technical Schools

**Phone:** (510) 222-7474

**Fax:**

**Internet/URL:** not applicable

**Email:** not available

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

**Training Program(s):**



## TRAINING DIRECTORY

Hairdressers, Hairstylists, and Cosmetologists  
Manicurists

Cosmetologist  
Cosmetologist

**Provider:** **DIABLO VALLEY COLLEGE**

**Physical Address:** 321 Golf Club Road  
Pleasant Hill, CA 94523

**School Type:** Community Colleges

**Phone:** (925) 685-1230

**Fax:** (925) 685-1551

**Internet/URL:** <http://www.dvc.edu>

**Email:** admissions@dvc.edu

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	Yes
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	Yes	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	Yes		

**Occupational Title:**

Carpet Installers  
Computer Aided Design (CAD) Technicians

Computer and Software Support Technicians

Computer Network Technicians

Computer Support Specialists

Counter Attendants - Lunchroom, Coffee Shop, Or  
Cafeteria

Data Processing Equipment Repairers

Dental Assistants

Drywall Installers

Food Preparation Workers

Graphic Designers

Human Services Workers

Instructors and Coaches, Sports and Physical  
Training

Machinists

Manager, Retail Store

Network Professionals

Plasterers and Stucco Masons

Police Patrol Officers

**Training Program(s):**

Construction Trades, Other  
Industrial Production Technol./Technicians,  
Other

Engineering-Related Tech./Technician,  
General

Business Systems Networking and  
Telecommunications

Computer and Information Sciences,  
General

Computer Science

Business Systems Networking and  
Telecommunications

Business Systems Networking and  
Telecommunications

Waiter/Waitress and Dining Room Manager

Computer Main. Tech./Technician

Dental Assistant

Construction Trades, Other

Institutional Food Workers and

Administrators, General

Graphic Design, Commercial Art and  
Illustration

Fine Arts and Art Studies, Other

Alcohol/Drug Abuse Counseling

Health and Physical Education, General

Machinist/Machine Technologist

General Sells Skills and Sales Operations

Computer and Information Sciences,  
General

Computer Science

Business Systems Networking and  
Telecommunications

Construction Trades, Other

Law Enforcement/Police Science

## TRAINING DIRECTORY

Registered Nurses  
Roofers  
Salespersons - Retail (Except Vehicle Sales)  
Sales Representatives, Except Retail and Scientific  
and Related Products and Services  
Secretaries, Except Legal and Medical

Waiters and Waitresses  
Welders and Cutters

Nursing (R.N. Training)  
Construction Trades, Other  
General Selling Skills and Sales Operations  
General Selling Skills and Sales Operations

Administrative Assistant/Secretarial  
Science, General  
Waiter/Waitress and Dining Room Manager  
Welder/Welding Technologist

**Provider: FREDERICK W TAYLOR UNIVERSITY**

**Physical Address:** 346 Rheem Boulevard, #203  
Moraga, CA 94556

**School Type:** Private 4- or more year Colleges  
and Universities, including Graduate and  
Professional Schools

**Phone:** (925) 376-0900

**Fax:** (925) 376-0908

**Internet/URL:** <http://www.ftu.edu>

**Email:** admissions @ftu.edu

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	Yes
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	Yes
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	Yes
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	No
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer and Software Support Technicians  
Computer Network Technicians  
Computer Support Specialists  
Employment Interviewers, Private Or Public  
Employment Service  
Engineering, Mathematical, and Natural Sciences  
Managers

General Managers and Top Executives

Marketing, Advertising, and Public Relations  
Managers  
Network Professionals

Personnel, Training, and Labor Relations  
Specialists  
Software Engineers

**Training Program(s):**

Information Sciences and Systems  
Information Sciences and Systems  
Information Sciences and Systems  
Human Resources Management

International Business

Business Administration and Management,  
General  
Enterprise Management and Operation,  
General

International Business  
Business Administration and Management,  
General  
Enterprise Management and Operation,  
General

Business Administration and Management,  
General  
Information Sciences and Systems

Human Resources Management

Information Sciences and Systems

## TRAINING DIRECTORY

**Provider: GATEWAY COUNTRY COMPANIES, INC.**

**Physical Address:** 1170 Concord Avenue  
Concord, CA 94520

**School Type:** Proprietary (Private) Business and  
Technical Schools

**Phone:** (800) 211-4952

**Fax:**

**Internet/URL:** <http://www.gateway.com#>

**Email:** ivette.fernandez@gateway.com

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer Network Technicians  
Network Professionals

**Training Program(s):**

Computer and Information Sciences, Other  
Computer and Information Sciences, Other

**Provider: GOLDEN GATE UNIVERSITY**

**Physical Address:** 801 Ygnacio Valley Rd, #100  
Walnut Creek, CA 94596

**School Type:** Private 4- or more year Colleges  
and Universities, including Graduate and  
Professional Schools

**Phone:** (925) 945-7132

**Fax:** (925) 932-6891

**Internet/URL:** <http://www.ggu.edu>

**Email:** cfuller@ggu.edu

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	Yes
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	Yes
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer and Software Support Technicians

Computer Network Technicians

Computer Support Specialists

Employment Interviewers, Private Or Public  
Employment Service  
Engineering, Mathematical, and Natural Sciences  
Managers  
General Managers and Top Executives

Marketing, Advertising, and Public Relations  
Managers  
Network Professionals

**Training Program(s):**

Information Sciences and Systems  
Business Systems Networking and  
Telecommunications  
Computer and Information Sciences, Other  
Information Sciences and Systems  
Business Systems Networking and  
Telecommunications

Business Systems Networking and  
Telecommunications  
Information Sciences and Systems  
Human Resources Management

Business Administration and Management,  
General  
Business Administration and Management,  
General  
Business Administration and Management,  
General  
Computer and Information Sciences, Other  
Information Sciences and Systems

## TRAINING DIRECTORY

Personnel, Training, and Labor Relations  
Specialists  
Software Engineers

Business Systems Networking and  
Telecommunications  
Human Resources Management  
  
Information Sciences and Systems

**Provider: HEALD BUSINESS COLLEGE**

**Physical Address:** 5130 Commercial Circle  
Concord, CA 94520

**School Type:** Private 4- or more year Colleges  
and Universities, including Graduate and  
Professional Schools

**Phone:** (925) 288-5800

**Fax:** (925) 228-6911

**Internet/URL:** <http://www.heald.edu>

**Email:** not available

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	Yes
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer and Software Support Technicians

Computer Network Technicians  
Computer Support Specialists

Internet Web Site Designers/Developers  
(Webmasters)  
Network Professionals  
Salespersons, Retail

Sales Representatives, Except Retail and Scientific  
and Related Products and Services  
Secretaries, Except Legal and Medical

**Training Program(s):**

Management Information Systems and  
Business Data Processing,  
Computer Systems Analysis  
Management Information Systems and  
Business Data Processing  
Management Information Systems and  
Business Data Processing,  
Computer Systems Analysis  
Marketing Operations/Marketing and  
Distribution, Other  
Marketing Operations/Marketing and  
Distribution, Other  
Administrative Assistant/Secretarial  
Science, General

**Provider: HEALD COLLEGE - SCHOOL OF TECHNOLOGY**

**Physical Address:** 5130 Commercial Circle  
Concord, CA 94520

**School Type:** Proprietary (Private) Business and  
Technical Schools

**Phone:** (925) 228-5800

**Fax:** (925) 228-6911

**Internet/URL:** <http://www.heald.edu>

**Email:** not available

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	Yes
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

## TRAINING DIRECTORY

### Occupational Title:

Computer and Software Support Technicians  
 Computer Network Technicians  
 Computer Support Specialists  
 Data Processing Equipment Repairers  
 Electric Home Appliance and Power Tool Repairers  
 Electrical and Electronic Assemblers  
 Electrical and Electronic Engineering Technicians  
 and Technologists  
 Electronic Home Entertainment Equipment  
 Repairers  
 Network Professionals

### Training Program(s):

Business Systems Networking and  
 Telecommunications  
 Business Systems Networking and  
 Telecommunications  
 Business Systems Networking and  
 Telecommunications  
 Computer Installer and Repairer  
 Electrical and Electronics Equipment  
 Installer and Repairer,  
 Computer Installer and Repairer  
 Electrical, Electronic and Communications  
 Engin. Tech./Techn  
 Electrical and Electronics Equipment  
 Installer and Repairer,  
 Business Systems Networking and  
 Telecommunications

**Provider:** JATC OF THE BAY AREA, INC.

**Physical Address:** 600 Roble Avenue  
 Pinole, CA 94564

**School Type:** Apprenticeship Programs

**Phone:** (510) 724-3200

**Fax:** (510) 724-9253

**Internet/URL:** [not applicable](#)

**Email:** not available

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

### Occupational Title:

Carpet Installers  
 Drywall Installers  
 Plasterers and Stucco Masons  
 Roofers

### Training Program(s):

Construction Trades, Other  
 Construction Trades, Other  
 Construction Trades, Other  
 Construction Trades, Other

**Provider:** JOHN F KENNEDY UNIVERSITY

**Physical Address:** 12 Altarinda Road  
 Orinda, CA 94563-2606

**School Type:** Private 4- or more year Colleges  
 and Universities, including Graduate and  
 Professional Schools

**Phone:** (925) 254-0200

**Fax:** (925) 254-6964

**Internet/URL:** <http://www.jfku.edu>

**Email:** [proginfo@jfku.edu](mailto:proginfo@jfku.edu)

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	Yes
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	Yes
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	Yes
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	No		

## TRAINING DIRECTORY

**Occupational Title:**

Engineering, Mathematical, and Natural Sciences Managers  
General Managers and Top Executives

Graphic Designers  
Manager, Retail Store  
Marketing, Advertising, and Public Relations Managers  
Salespersons - Retail (Except Vehicle Sales)  
Sales Representatives, Except Retail and Scientific and Related Products and Services  
Vocational and Educational Counselors

**Training Program(s):**

Business Administration and Management, General  
Business Administration and Management, General  
Art, General  
General Retailing Operations  
Business Administration and Management, General  
General Retailing Operations  
General Retailing Operations  
  
Counselor Education Counseling and Guidance Services

**Provider:**           **LOS MEDANOS COLLEGE**

**Physical Address:** 2700 East Leland Road  
Pittsburg, CA 94565-5197

**School Type:**   Community Colleges

**Phone:**           (925) 439-2181

**Fax:**              (925) 427-1599

**Internet/URL:**   <http://www.losmedanos.net>

**Email:**           not available

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	Yes
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	Yes	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	Yes		

**Occupational Title:**

Adjustment Clerks  
Automotive Mechanics  
Computer and Software Support Technicians

Computer Network Technicians

Computer Support Specialists

Electric Home Appliance and Power Tool Repairers  
Electrical and Electronic Engineering Technicians and Technologists  
Engineering, Mathematical, and Natural Sciences Managers  
General Managers and Top Executives

General Office Clerks  
Graphic Designers

Hairdressers, Hairstylists, and Cosmetologists

**Training Program(s):**

General Office/Clerical and Typing Services  
Auto/Automotive Mechanic/Technician  
Business Systems Networking and Telecommunications  
Computer Systems Analysis  
Computer and Information Sciences, Other Computer Science  
Business Systems Networking and Telecommunications  
Business Systems Networking and Telecommunications  
Major Appliance Installer and Repairer  
Electrical and Electronic Engin.-Related Technol./Technician  
Business Administration and Management, General  
Business Administration and Management, General  
General Office/Clerical and Typing Services  
Art, General  
Graphic Design, Commercial Art and Illustration  
Cosmetologist

## TRAINING DIRECTORY

Manager, Retail Store  
Manicurists  
Marketing, Advertising, and Public Relations  
Managers  
Network Professionals

Police Patrol Officers  
Receptionists and Information Clerks  
Registered Nurses  
Salespersons - Retail (Except Vehicle Sales)  
Sales Representatives, Except Retail and Scientific  
and Related Products and Services  
Secretaries, Except Legal and Medical

Shipping, Receiving, and Traffic Clerks  
Welders and Cutters

General Retailing Operations  
Cosmetologist  
Business Administration and Management,  
General  
Computer Systems Analysis  
Computer and Information Sciences, Other  
Computer Science  
Business Systems Networking and  
Telecommunications  
Law Enforcement/Police Science  
General Office/Clerical and Typing Services  
Nursing (R.N. Training)  
General Retailing Operations  
General Retailing Operations

Administrative Assistant/Secretarial  
Science, General  
General Office/Clerical and Typing Services  
Welder/Welding Technologist

**Provider:** MARTINEZ ADULT SCHOOL

**Physical Address:** 600 F Street  
Martinez, CA 94553-1895

**School Type:** Public Adult Schools with  
occupational programs

**Phone:** (925) 228-3276

**Fax:** (925) 228-6989

**Internet/URL:** <http://mtec.mtzusd.k12.ca.us/>

**Email:** not available

**Occupational Title:**

Adjustment Clerks  
Automotive Mechanics  
Bookkeeping, Accounting, and Auditing Clerks  
Computer Network Technicians  
Data Processing Equipment Repairers  
Electrical and Electronic Engineering Technicians  
and Technologists  
General Office Clerks  
Guards and Watch Guards  
Human Services Workers  
Network Professionals  
Receptionists and Information Clerks

Shipping, Receiving, and Traffic Clerks  
Software Engineers

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	Yes		

**Training Program(s):**

General Office/Clerical and Typing Services  
Auto/Automotive Mechanic/Technician  
Accounting Technician  
Computer and Information Sciences, Other  
Computer Main. Tech./Technician  
Computer Engineering Tech./Technician

General Office/Clerical and Typing Services  
Security and Loss Prevention Services  
Alcohol/Drug Abuse Counseling  
Computer and Information Sciences, Other  
General Office/Clerical and Typing Services  
Receptionist  
General Office/Clerical and Typing Services  
Computer Engineering



## TRAINING DIRECTORY

**Provider: MICRO-EASY COMPUTER INSTITUTE**

**Physical Address:** 3851 San Pablo Dam Road  
El Sobrante, CA 94803

**School Type:** Proprietary (Private) Business and  
Technical Schools

**Phone:** (510) 262-9949

**Fax:** (510) 262-9968

**Internet/URL:** <http://www.micro-easy.com>

**Email:** training@micro-easy.com

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer Network Technicians

Internet Web Site Designers/Developers  
(Webmasters)  
Network Professionals

**Training Program(s):**

Computer Systems Analysis  
Computer Programming  
Computer and Information Sciences, Other  
Computer Programming

Computer Systems Analysis  
Computer Programming  
Computer and Information Sciences, Other

**Provider: MT. DIABLO ADULT EDUCATION**

**Physical Address:** 1266 San Carlos Ave  
Concord, CA 94518

**School Type:** Public Adult Schools with  
occupational programs

**Phone:** (925) 685-7340

**Fax:** (925) 687-8217

**Internet/URL:** [not applicable](#)

**Email:** phadulted@aol.com

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	Yes		

**Occupational Title:**

Bookkeeping, Accounting, and Auditing Clerks  
Computer Network Technicians

Data Processing Equipment Repairers  
Dental Assistants  
Home Health Aides  
Medical Assistants  
Network Professionals

Nurse Aides  
Sales Agents, Securities, Commodities, and  
Financial Service  
Secretaries, Except Legal and Medical

Teachers, Special Education

**Training Program(s):**

Accounting Technician  
Data Processing Tech./Technician  
Computer and Information Sciences,  
General  
Computer Main. Tech./Technician  
Dental Assistant  
Home Health Aide  
Medical Assistant  
Data Processing Tech./Technician  
Computer and Information Sciences,  
General  
Nurse Assistant/Aide  
Financial Planning

Administrative Assistant/Secretarial  
Science, General  
Special Education, Other

## TRAINING DIRECTORY

**Provider: MT. DIABLO VOCATIONAL SERVICES TRAINING**

**Physical Address:** 490 Golf Club Road  
Pleasant Hill, CA 94523

**School Type:** Secondary Schools with  
Occupational Programs (ROP and vocational/  
occupational education)

**Phone:** (925) 687-9675

**Fax:** (925) 687-5248

**Internet/URL:** <http://www.rsnc.com/locations.htm>

**Email:** mdvs@hooked.net

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Adjustment Clerks  
Computer Network Technicians  
General Office Clerks  
Network Professionals  
Receptionists and Information Clerks  
  
Shipping, Receiving, and Traffic Clerks

**Training Program(s):**

General Office/Clerical and Typing Services  
Computer and Information Sciences, Other  
General Office/Clerical and Typing Services  
Computer and Information Sciences, Other  
Receptionist  
General Office/Clerical and Typing Services  
General Office/Clerical and Typing Services

**Provider: NEW HORIZONS COMPUTER LEARNING CENTER**

**Physical Address:** 2185 N California Blvd #300  
Walnut Creek, CA 94596

**School Type:** Proprietary (Private) Business and  
Technical Schools

**Phone:** (925) 933-9955

**Fax:** (408) 436-1273

**Internet/URL:** <http://www.newhorizons.com#>

**Email:** sales.walnutcreek@newhorizons.com

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer Network Technicians  
  
Network Professionals

**Training Program(s):**

Computer and Information Sciences, Other  
Computer Systems Analysis  
Computer and Information Sciences, Other  
Computer Systems Analysis

## TRAINING DIRECTORY

**Provider: PARIS BEAUTY COLLEGE**

**Physical Address:** 1950 Market Street, Suite E  
Concord, CA 94520

**School Type** Proprietary (Private) Business and  
Technical Schools

**Phone:** (925) 685-7600

**Fax:** (925) 685-7045

**Internet/URL:** not applicable

**Email:** parisbtcollege@juno.com

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No

<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Hairdressers, Hairstylists, and Cosmetologists  
Manicurists

**Training Program(s):**

Cosmetologist  
Cosmetologist

**Provider: PITTSBURG ADULT EDUCATION CENTER**

**Physical Address:** 1151 Stoneman Avenue  
Pittsburg, CA 94565

**School Type** Public Adult Schools with  
Occupational Programs

**Phone:** (925) 473-4460

**Fax:** (925) 473-4470

**Internet/URL:** <http://www.pittsburg.k12.ca.us/paec/>

**Email:** rbeck@pittsburg.k12.ca.us

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	Yes		

**Occupational Title:**

Adjustment Clerks  
Computer Network Technicians  
  
Data Processing Equipment Repairers  
Electrical and Electronic Assemblers  
General Office Clerks  
Home Health Aides  
Instructional Aides  
Instructors and Coaches, Sports and Physical  
Training  
Medical Assistants  
Medical Records Technicians  
Network Professionals  
  
Nurse Aides  
Receptionists and Information Clerks  
  
Registered Nurses  
Secretaries, Except Legal and Medical

**Training Program(s):**

General Office/Clerical and Typing Services  
Computer and Information Sciences,  
General  
Computer Installer and Repairer  
Computer Installer and Repairer  
General Office/Clerical and Typing Services  
Home Health Aide  
Education, General  
Education, General  
  
Medical Assistant  
Medical Records Tech./Technician  
Computer and Information Sciences,  
General  
Nurse Assistant/Aide  
General Office/Clerical and Typing Services  
Receptionist  
Nursing, Other  
Administrative Assistant/Secretarial  
Science, General

## TRAINING DIRECTORY

Shipping, Receiving, and Traffic Clerks  
Teachers and Instructors, Vocational Education and Training  
Teachers, Special Education  
Welders and Cutters

General Office/Clerical and Typing Services Education, General  
  
Education, General  
Welder/Welding Technologist

**Provider: PROFESSIONAL SKILLS INSTITUTE**

**Physical Address:** 1470 Enea Circle,  
Concord, CA 94520

**School Type:** Proprietary (Private) Business and Technical Schools

**Phone:** (925) 680-1692

**Fax:** (925) 680-1737

**Internet/URL:** <http://www.proskills.com>

**Email:** podonnell@proskills.com

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	Yes
<b>Counseling:</b>	No	<b>Certificate:</b>	No
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer and Software Support Technicians

Computer Network Technicians

Computer Support Specialists

Data Processing Equipment Repairers

Medical Assistants

Network Professionals

**Training Program(s):**

Business Systems Networking and Telecommunications

Business Systems Networking and Telecommunications

Computer Science

Computer Systems Analysis

Business Systems Networking and Telecommunications

Computer Main. Tech./Technician

Medical Assistant

Business Systems Networking and Telecommunications

Computer Science

Computer Systems Analysis

**Provider: RUBICON PROGRAMS, INC.**

**Physical Address:** 154 - South 23RD St  
Richmond, CA 94804

**School Type:** Other Education

**Phone:** (510) 235-1516

**Fax:** (510) 412-1750

**Internet/URL:** <http://www.rubiconpgms.org>

**Email:** rubicon@rubiconpgms.org

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Food Preparation Workers

**Training Program(s):**

Institutional Food Workers and

Administrators, General

Food Caterer

## TRAINING DIRECTORY

Janitors and Cleaners, Except Maids and Housekeeping Cleaners  
Maids and Housekeeping Cleaners

Custodian/Caretaker

Custodian/Caretaker

**Provider: SILICON VALLEY COLLEGE**

**Physical Address:** 2800 Mitchell Dr, #400  
Walnut Creek, CA 94598

**School Type:** Proprietary (Private) Business and Technical Schools

**Phone:** (925) 280-0235

**Fax:** (925) 280-0267

**Internet/URL:** <http://www.siliconvalley.edu>

**Email:** mobrion@svcollege.com

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	Yes
<b>Career Development:</b>	No	<b>Associate Degree:</b>	Yes
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer Network Technicians

Computer and Software Support Technicians  
Computer Support Specialists  
Graphic Designers

Medical Assistants  
Network Professionals

Software Engineers

**Training Program(s):**

Computer Systems Analysis  
Information Sciences and Systems  
Information Sciences and Systems  
Information Sciences and Systems  
Graphic Design, Commercial Art and Illustration  
Medical Assistant  
Computer Systems Analysis  
Information Sciences and Systems  
Information Sciences and Systems

**Provider: SOFTWARE ADVANCED TECHNOLOGIES INSTITUTE**

**Physical Address:** 2151 Salvio Street, #267  
Concord, CA 94522

**School Type:** Proprietary (Private) Business and Technical Schools

**Phone:** (925) 681-0697

**Fax:** (925) 681-0695

**Internet/URL:** <http://www.saticareers.com>

**Email:** info@saticareers.com

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer Network Technicians  
Network Professionals  
Software Engineers

**Training Program(s):**

Computer Systems Analysis  
Computer Systems Analysis  
Computer Engineering

## TRAINING DIRECTORY

**Provider:** ST. MARY'S COLLEGE

**Physical Address:** 1928 St. Mary's Rd  
Moraga, CA 94556

**School Type:** Private 4- or more year Colleges and Universities, including Graduate and Professional Schools

**Phone:** (925) 631-4000

**Fax:** (925) 631-9869

**Internet/URL:** <http://www.stmarys-ca.edu>

**Email:** smcadmit@stmarys-ca.edu

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	Yes
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	Yes
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer and Software Support Technicians

Computer Support Specialists

Graphic Designers

Instructional Aides

Instructors and Coaches, Sports and Physical Training

Internet Web Site Designers/Developers (Webmasters)

Registered Nurses

Teachers and Instructors, Vocational Education and Training

Teachers, Secondary School

Teachers, Special Education

**Training Program(s):**

Management Information Systems and Business Data Processing,  
Management Information Systems and Business Data Processing,  
Art, General  
Education, General  
Education, General

Health and Physical Education, General  
Management Information Systems and Business Data Processing,  
Nursing, Other  
Education, General

Education, General  
Teacher Education, Specific Academic and Vocational Programs  
Special Education, General  
Education, General

**Provider:** THE SERVICE QUALITY DEPARTMENT

**Physical Address:** 1063 Todos Santos Station  
Concord, CA 94522

**School Type:** Other Education

**Phone:** (925) 798-0896

**Fax:** (925) 685-4859

**Internet/URL:** <http://www.service-quality.com>

**Email:** jk@service-quality.com

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Manager, Retail Store

Salespersons - Retail (Except Vehicle Sales)

Sales Representatives, Except Retail and Scientific and Related Products and Services

**Training Program(s):**

General Selling Skills and Sales Operations  
General Selling Skills and Sales Operations  
General Selling Skills and Sales Operations

## TRAINING DIRECTORY

**Provider:** UNIVERSITY OF CALIFORNIA, BERKELEY - UNIVERSITY EXTENSION

**Physical Address:** 2272 Camino Ramon  
San Ramon, CA 94583

**School Type:** Public 4- or more year Colleges  
and Universities, including all Graduate and  
Professional Schools

**Phone:** (925) 806-0300

**Fax:** (925) 806-9002

**Internet/URL:** <http://www.unex.berkeley.edu>

**Email:** cmf@unx.berkeley.edu

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	No	<b>Associate Degree:</b>	No
<b>Counseling:</b>	No	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer Aided Design (CAD) Technicians

Computer and Software Support Technicians

Computer Network Technicians

Computer Support Specialists

Employment Interviewers, Private Or Public  
Employment Service

Engineering, Mathematical, and Natural Sciences  
Managers

General Managers and Top Executives

Graphic Designers

Heating, Air Conditioning, and Refrigeration  
Mechanics and Installers

Instructional Aides

Instructors and Coaches, Sports and Physical  
Training

Internet Web Site Designers/Developers  
(Webmasters)

Marketing, Advertising, and Public Relations  
Managers

Network Professionals

Personnel, Training, and Labor Relations  
Specialists

Teachers and Instructors, Vocational Education  
and Training

**Training Program(s):**

Environmental and Pollution Control  
Tech./Technician

Business Systems Networking and  
Telecommunications

Computer Science

Computer Programming

Business Systems Networking and  
Telecommunications

Business Systems Networking and  
Telecommunications

Human Resources Management

Business Administration and Management,  
General

Business Administration and Management,  
General

Graphic Design, Commercial Art and  
Illustration

Heating, Air Conditioning and Refrigeration  
Mechanic and Rep

Education, General

Education, General

Health and Physical Education, General  
Computer Programming

Business Administration and Management,  
General

Computer Science

Computer Programming

Business Systems Networking and  
Telecommunications

Human Resources Management

Human Resources Management, Other  
Education, General



## TRAINING DIRECTORY

Teachers, Secondary School  
Teachers, Special Education

Computer Teacher Education  
Education, General  
Education, General

**Provider:** UNIVERSITY OF PHOENIX

**Physical Address:** 370 N. Wiget Lane Ste 100  
Walnut Creek, CA 94598

**School Type:** Private 4- or more year Colleges  
and Universities, including Graduate and  
Professional Schools

**Phone:** (888) 925-6882

**Fax:** (925) 946-0233

**Internet/URL:** <http://www.phoenix.edu>

**Email:** not available

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	Yes
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	Yes
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	Yes
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	Yes
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer Network Technicians

Engineering, Mathematical, and Natural Sciences  
Managers  
General Managers and Top Executives

Marketing, Advertising, and Public Relations  
Managers  
Network Professionals

Registered Nurses

**Training Program(s):**

Computer and Information Sciences,  
General  
Business Information and Data Processing  
Services, Other  
Business Administration and Management,  
General  
Business Administration and Management,  
General  
Business Administration and Management,  
General  
Computer and Information Sciences,  
General  
Business Information and Data Processing  
Services, Other  
Nursing (R.N. Training)

**Provider:** UNIVERSITY OF SAN FRANCISCO - SAN RAMON

**Physical Address:** 1 Annabel Lane, #115  
San Ramon, CA 94583

**School Type:** Private 4- or more year Colleges  
and Universities, including Graduate and  
Professional Schools

**Phone:** (925) 867-2711

**Fax:** (925) 275-1555

**Internet/URL:** <http://www.usfca.edu>

**Email:** sanramoncampus@usfca.edu

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	Yes
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	Yes
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	No
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Computer and Software Support Technicians

**Training Program(s):**

Management Information Systems and

## TRAINING DIRECTORY

Computer Support Specialists

Employment Interviewers, Private Or Public  
Employment Service  
Engineering, Mathematical, and Natural Sciences  
Managers  
General Managers and Top Executives/  
Internet Web Site Designers/Developers  
(Webmasters)  
Personnel, Training, and Labor Relations  
Specialists

Police Patrol Officers  
Teachers, Secondary School

Business Data Processing,  
Management Information Systems and  
Business Data Processing,  
Human Resources Management

Public Administration

Public Administration  
Management Information Systems and  
Business Data Processing,  
Human Resources Management

Organizational Behavior Studies  
Law Enforcement/Police Science  
Teacher Education, Specific Academic and  
Vocational Programs

**Provider: WEST CONTRA COSTA ADULT EDUCATION**

**Physical Address:** 6028 Ralston Avenue  
Richmond, CA 94805

**School Type:** Public Adult Schools with  
Occupational Programs

**Phone:** (510) 215-4666

**Fax:** (510) 215-0430

**Internet/URL:**

<http://www.wccusd.k12.ca.us/adulted/west.htm>

**Email:** pehara@wccusd.k12.ca.us

<b>Financial Aid:</b>	No	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	Yes
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Adjustment Clerks  
Bookkeeping, Accounting, and Auditing Clerks  
Computer Network Technicians

Electrical and Electronic Engineering Technicians  
and Technologists  
General Office Clerks  
Graphic Designers

Heating, Air Conditioning, and Refrigeration  
Mechanics and Installers  
Instructional Aides  
Instructors and Coaches, Sports and Physical  
Training  
Janitors and Cleaners, Except Maids and  
Housekeeping Cleaners  
Maids and Housekeeping Cleaners  
Network Professionals

**Training Program(s):**

General Office/Clerical and Typing Services  
Accounting Technician  
Computer and Information Sciences,  
General  
Computer Engineering Tech./Technician

General Office/Clerical and Typing Services  
Fine Arts and Art Studies, Other  
Fiber, Textile and Weaving Arts  
Drawing  
Painting  
Heating, Air Conditioning and Refrigeration  
Tech./Technician  
Education, General  
Education, General

Custodian/Caretaker

Custodian/Caretaker  
Computer and Information Sciences,  
General

## TRAINING DIRECTORY

Sales Agents, Securities, Commodities, and  
Financial Service  
Teachers, Secondary School

Investments and Securities

Driver and Safety Teacher Education  
Education, General

**Provider:** WESTERN CAREER COLLEGE

**Physical Address:** 380 Civic Drive, Ste 300  
Pleasant Hill, CA 94523

**School Type:** Hospital or Health Programs not  
elsewhere included

**Phone:** (925) 609-6650

**Fax:** (925) 609-6666

**Internet/URL:** <http://www.westerncollege.com>

**Email:** not available

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	Yes
<b>Counseling:</b>	No	<b>Certificate:</b>	No
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	No		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	No		

**Occupational Title:**

Dental Assistants  
Medical Assistants

**Training Program(s):**

Dental Assistant  
Medical Assistant

**Provider:** WORLDWIDE EDUCATIONAL SERVICES

**Physical Address:** 2280 Diamond Blvd, #330  
Concord, CA 94520

**School Type:** Proprietary (Private) Business and  
Technical Schools

**Phone:** (925) 798-2000

**Fax:** (925) 798-5314

**Internet/URL:** <http://www.wesoc.com>

**Email:** wesoc@ix.netcom.com

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	Yes	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	No		
<b>English as a Second Language:</b>	Yes		

**Occupational Title:**

Adjustment Clerks  
Bookkeeping, Accounting, and Auditing Clerks  
Computer Network Technicians

Data Processing Equipment Repairers  
Electric Home Appliance and Power Tool Repairers

Electrical and Electronic Assemblers

Electrical and Electronic Engineering Technicians  
and Technologists  
Electronic Home Entertainment Equipment  
Repairers

**Training Program(s):**

General Office/Clerical and Typing Services  
Accounting Technician  
Business Systems Analysis and Design  
Computer and Information Sciences,  
General  
Computer Main. Tech./Technician  
Electrical and Electronics Equipment  
Installer and Repairer,  
Communication Systems Installer and  
Repairer  
Electrical, Electronic and Communications  
Engin. Tech./Techn  
Electrical and Electronics Equipment  
Installer and Repairer,

## TRAINING DIRECTORY

Engineering, Mathematical, and Natural Sciences  
Managers  
General Managers and Top Executives

General Office Clerks  
Guards and Watch Guards  
Manager, Retail Store

Marketing, Advertising, and Public Relations  
Managers  
Network Professionals

Personnel, Training, and Labor Relations  
Specialists  
Salespersons - Retail (Except Vehicle Sales)

Telephone and Cable TV Line Installers and  
Repairers

Communication Systems Installer and  
Repairer  
Business Administration and Management,  
General  
Business Administration and Management,  
General  
General Office/Clerical and Typing Services  
Security and Loss Prevention Services  
General Retailing and Wholesaling  
Operations and Skills, Other  
General Retailing Operations  
General Selling Skills and Sales Operations  
Business Administration And Management,  
General  
Business Systems Analysis and Design  
Computer and Information Sciences,  
General  
Human Resources Management, Other

General Retailing Operations  
General Selling Skills and Sales Operations  
Communication Systems Installer and  
Repairer

OCCUPATION STUDIED	LICENSING/CERTIFYING AGENCY	YEAR STUDIED
Accountants and Auditors	Department of Consumer Affairs, State Board of Accountancy 2000 Evergreen Street, Suite 250 Sacramento, CA 95818-3832 916-263-3680 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1998
Automotive Mechanics	Department of Consumer Affairs, Bureau of Automotive Repair 10240 Systems Parkway Sacramento, CA 95827 800-952-5210 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1998
Brick Masons	Department of Consumer Affairs, Contractors State License Board 9821 Business Park Drive Sacramento, CA. 95827 916-255-3900/800-321-2752 <a href="http://www.dcs.ca.gov">www.dcs.ca.gov</a>	2001
Carpet Installers	Department of Consumer Affairs, Contractors State License Board 9821 Business Park Drive Sacramento, CA. 95827 916-255-3900/800-321-2752 <a href="http://www.dcs.ca.gov">www.dcs.ca.gov</a>	2001
Chemical Engineers	Department of Consumer Affairs, Board of Professional Engineers and Land Surveyors 2535 Capital Oaks Drive, Suite 300 Sacramento, CA 95833 916-263-2222 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1996
Child Care Workers	Department of Social Services Bay Area District Office - Child Care 1515 Clay Street, Suite 1102 Oakland, CA. 94612 510-622-2602/ Fax 510-622-2641 <a href="http://www.dss.cahwet.gov">www.dss.cahwet.gov</a>	1998
Civil Engineering Technicians and Technologists	Department of Consumer Affairs, Board of Professional Engineers and Land Surveyors 2535 Capital Oaks Drive, Suite 300 Sacramento, CA 95833 916-263-2222 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1996

OCCUPATION STUDIED	LICENSING/CERTIFYING AGENCY	YEAR STUDIED
Dental Assistants	Department of Consumer Affairs, Board of Dental Examiners 1428 Howe Avenue, Suite 58 Sacramento, CA 95825 916-263-2595 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	2000
Detectives and Investigators	Department of Consumer Affairs, Bureau of Security and Investigative Services 400 R Street, Suite 3080 Sacramento, CA 95814 916-322-4000 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1998
Drywall Installers	Department of Consumer Affairs, Contractors State License Board 9821 Business Park Drive Sacramento, CA. 95827 916-255-3900/800-321-2752 <a href="http://www.dcs.ca.gov">www.dcs.ca.gov</a>	2001
Electrical Engineers	Department of Consumer Affairs, Board of Professional Engineers and Land Surveyors 2535 Capitol Oaks Drive, Suite 300 Sacramento, CA 95833 916-263-2222 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1996
Engineering, Mathematical and Natural Sciences Managers	Department of Consumer Affairs, Board for Professional Engineers and Land Surveyors 2535 Capitol Oaks Drive, Suite. 300 Sacramento, CA. 95833 916-263-2222 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	2001
Guards and Watch Guards	Department of Consumer Affairs, Bureau of Security and Investigative Services 400 R Street, Suite 3080 Sacramento, CA 95814 916-322-4000 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1996
Hairdressers, Hairstylists and Cosmetologists	Department of Consumer Affairs, Board of Barbering and Cosmetology P.O. Box 944226 Sacramento, CA 94244-2260 916-445-7061/ 916-445-7008 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1999

OCCUPATION STUDIED	LICENSING/CERTIFYING AGENCY	YEAR STUDIED
Home Health Aides	<b>Department of Health Services</b> Licensing and Certification P.O. Box 942732 Sacramento, CA 94234-7320 916-327-2445 <a href="http://www.dhs.cahwnet.gov">www.dhs.cahwnet.gov</a>	1998
Industrial Truck and Tractor Operators	<b>Department of Motor Vehicles, Commercial Driving License Office</b> P.O. Box 944278, MS-J254 Sacramento, CA 94278-2780 916- 657-5771 <a href="http://www.dmv.ca.gov">www.dmv.ca.gov</a> Field Offices: El Cerrito: 510- 235-9171; Pittsburg: 925- 432-4748	1999
Licensed Vocational Nurses	<b>Department of Consumer Affairs, Board of Vocational Nurse and Psychiatric Technician Examiners</b> 2535 Capitol Oaks Drive, Suite 205 Sacramento, CA 95833 916- 263-7800 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1997
Manicurists	<b>Department of Consumer Affairs, Board of Barbering and Cosmetology</b> P.O. Box 944226 Sacramento, CA 94244-2260 916- 445-7061 / 916-445-7008 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1999
Medical Assistants	<b>Department of Consumer Affairs, Medical Board of California Licensing Program</b> 1426 Howe Avenue, Suite 56 Sacramento, CA 95825-3236 916- 263-2496 <a href="http://www.dcs.ca.gov">www.dcs.ca.gov</a> (state-regulated training)	1998
Nurse Aides	<b>Department of Health Services</b> <b>Licensing and Certification</b> P.O. Box 942732 1800 Third Street, Suite. 200 Sacramento, CA. 94234-7320 916-327-2445 <a href="http://www.dhs.cahwnet.gov">www.dhs.cahwnet.gov</a>	2001



OCCUPATION STUDIED	LICENSING/CERTIFYING AGENCY	YEAR STUDIED
Opticians – Dispensing and Measuring	Department of Consumer Affairs, Medical Board of California Licensing Program 1426 Howe Avenue, Suite 56 Sacramento, CA 95825-3236 916- 263-2634 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1999
Physical Therapy Assistants	Department of Consumer Affairs, Physical Therapy Board of California 1418 Howe Avenue, Suite 16 Sacramento, CA 95825-3204 916-263-2550/Fax 916-263-2560 <a href="http://www.ptb.ca.gov">www.ptb.ca.gov</a>	2000
Plasterers and Stucco Masons	Department of Consumer Affairs, Contractors State License Board 9821 Business Park Drive Sacramento, CA. 95827 916-255-3900/800-321-2752 <a href="http://www.dcs.ca.gov">www.dcs.ca.gov</a>	2001
Registered Nurses	Department of Consumer Affairs, Board of Registered Nursing P.O. Box 944210 Sacramento, CA 94244-2100 916- 322-3350 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>	1996
Sales Agents-Securities, Commodities and Financial Services	Department of Corporations Securities Regulation Division 1515 K Street, Suite 200 Sacramento, CA. 95814-4052 916-445-3062 <a href="http://www.corp.ca.gov">www.corp.ca.gov</a>	2001
Teachers and Instructors - Vocational Education and Training	Commission on Teacher Credentialing 1900 Capitol Avenue P.O. Box 944270 Sacramento, CA 94244-2700 916- 445-7254/ 916-445-0184/ 888-921-2682 <a href="http://www.ctc.ca.gov">www.ctc.ca.gov</a>	1999
Teachers – Elementary School	Commission on Teacher Credentialing 1900 Capitol Avenue P.O. Box 944270 Sacramento, CA 94244-2700 916-445-7254/ 916-445-0184/ 888-921-2682 <a href="http://www.ctc.ca.gov">www.ctc.ca.gov</a>	1997

OCCUPATION STUDIED	LICENSING/CERTIFYING AGENCY	YEAR STUDIED
Teachers - Kindergarten	Commission on Teacher Credentialing 1900 Capitol Avenue P.O. Box 944270 Sacramento, CA 94244-2700 916-445-7254/ 916-445-0184/888-921-2682 <a href="http://www.ctc.ca.gov">www.ctc.ca.gov</a>	1996
Teachers - Secondary School	Commission on Teacher Credentialing 1900 Capitol Avenue P.O. Box 944270 Sacramento, CA. 94244-2700 916-445-7254/ 916-445-0184/ 888-921-2682 <a href="http://www.ctc.ca.gov">www.ctc.ca.gov</a>	1997
Teachers – Special Education	Commission on Teacher Credentialing 1900 Capitol Avenue P.O. Box 944270 Sacramento, CA 94244-2700 916- 445-7254/916-445-0184/ 888-921-2682 <a href="http://www.ctc.ca.gov">www.ctc.ca.gov</a>	2000
Truck Drivers – Heavy or Tractor Trailer	Department of Motor Vehicles, Commercial Driving license Office P.O. Box 944278, MS-J254 Sacramento, CA 94278-2780 916- 657-5771 <a href="http://www.dmv.ca.gov">www.dmv.ca.gov</a> Field Offices: El Cerrito: 510-235-9171; Pittsburg: 925-432-4748	1998
Truck Drivers – Light	Department of Motor Vehicles, Commercial Driving License Office P.O. Box 944278, MS-J254 Sacramento, CA 94278-2780 916- 657-5771 <a href="http://www.dmv.ca.gov">www.dmv.ca.gov</a> El Cerrito: 510-235-9171; Pittsburg: 925- 432-4748	1996 2000
Vocational and Educational Counselors	Commission on Teacher Credentialing 1900 Capitol Avenue Sacramento, CA. 95814-4213 916-445-7254/916-445-0184/888-921-2682 <a href="http://www.ctc.ca.gov">www.ctc.ca.gov</a>	2001

**ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL**

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

<b>Occupation:</b>		
<b>Does your firm employ any individual performing the duties in the occupation described above?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in <b>your county</b> .		
1. What job title(s) does your firm use for these duties?	Job Title(s):	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees:	
b. In this occupation, how many are:	Number of Males:	Number of Females:
c. In this occupation, how many current employees are there; and on average, how many weekly hours do they work?		
Regular, Full Time:	Number of Employees:	Average Weekly Hours Worked:
Regular, Part Time:	Number of Employees:	Average Weekly Hours Worked:
Temporary/On Call:	Number of Employees:	Average Weekly Hours Worked:
Seasonal:	Number of Employees:	Average Weekly Hours Worked:
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required? If yes or preferred, how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)		
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)		
11. What is the minimum level of education your firm <b>requires</b> when hiring an applicant <b>in this occupation</b> ? (Check one).				
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study				
12. What is the usual income earned by your firm's employees in <b>this occupation</b> at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.		
<ul style="list-style-type: none"> <li>• New hires, no experience (trained or untrained):</li> <li>• New hires who are experienced:</li> <li>• Experienced employees after 3 years with your firm:</li> </ul> <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____	
13. Are the wages for employees <b>in this occupation</b> subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____	
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees <b>in this occupation</b> and which best describes who pays for them:				
	<u>Employer Pays All</u> FT    PT		<u>Share Cost</u> FT    PT	
	<u>Employee Pays All</u> FT    PT		<u>Not Provided</u> FT    PT	
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 a. Does your firm ever promote employees <b>in this occupation</b> to higher level positions?			<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, what are the titles of the positions to which they may be promoted?			_____	
b. What skills are important for career advancement?		_____		
16. What computer software skills, if any, does your firm seek in applicants <b>for this occupation</b> ? (Please check all that apply)				
Specify software names: <input type="checkbox"/> None				
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____				
17. What other new skills are needed to perform the duties of this occupation?				
_____				
18. When your firm hires employees <b>for this occupation</b> , which are the top <b>three</b> most successful recruitment methods?				
<div style="display: flex; flex-wrap: wrap;"> <div style="width: 33%;"><input type="checkbox"/> In-house promotions or transfers</div> <div style="width: 33%;"><input type="checkbox"/> Newspaper ads</div> <div style="width: 33%;"><input type="checkbox"/> Internet</div> <div style="width: 33%;"><input type="checkbox"/> EDD</div> <div style="width: 33%;"><input type="checkbox"/> Walk-in applicants</div> <div style="width: 33%;"><input type="checkbox"/> Colleges/Universities</div> <div style="width: 33%;"><input type="checkbox"/> School/program referrals</div> <div style="width: 33%;"><input type="checkbox"/> Union hall referrals</div> <div style="width: 33%;"><input type="checkbox"/> Employee referrals</div> <div style="width: 33%;"><input type="checkbox"/> Private employment agencies</div> <div style="width: 33%;"><input type="checkbox"/> Trade journals</div> <div style="width: 33%;"><input type="checkbox"/> Other (Please specify): _____</div> </div>				
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No _____		
_____				

18. Does your firm ever promote employees into this occupation from **lower level** positions? ☐ Yes ☐ No

If yes, what is the typical career path that leads to this occupation?

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19. Are you aware of any skill deficiencies within **this occupation** in regard to your recent hires or job applicants?

☐ Yes ☐ No

If yes, please describe those problematic skill areas:

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20. Are you aware of any skill deficiencies for **other occupation(s)** within your organization? ☐ Yes ☐ No

If yes, please specify:

**Occupation:**

**Skills:**

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

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21. For what occupations do you have the most difficulty finding qualified applicants?

Please specify the occupation(s):

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22. Do you have an employee in this occupation who would be a good role model for students interested in this career field? ☐ Yes ☐ No

If yes, may we call you at a later date to discuss the possibility of a career information interview with your employee? ☐ Yes ☐ No

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23. Would you like to receive a complimentary copy of the survey results for this occupation? ☐ Yes ☐ No

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**Thank you for your participation in the CCOIS program!**